

# carus

Basic check-in and boarding user guide,  
Training, March 2016

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## Introduction

This user guide will provide an introduction to the process and routines around CarRes check-in. It will also give an insight into port management functions like finalizing the departures, manifests and reporting. For additional instructions related to booking functionality please see the Basic user guide.

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*Please note that this user guide is describing how to use the keyboard when working in CarRes as this is a much quicker way, but it is also possible to use the mouse when moving between different forms, tabs, blocks and fields, etc.*

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## TRAINING DAY 1

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*Introduction*

*Repetition of booking functionality*

*Training Block #1*

*Booking search*

*Payments at check-in*

*Amending and cancelling bookings at check-in*

*Exercises*

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## 1 Training block #1 – Check-in payments and amendments

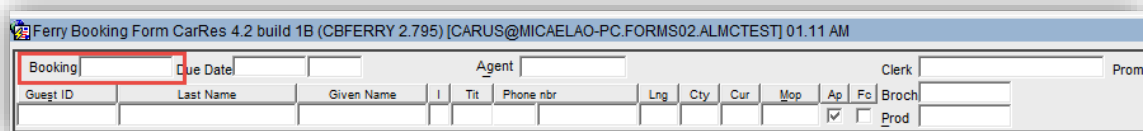
### 1.1 Searching for a booking

This section of the document will present the most common ways of searching for booking information in CarRes.

*Note that with <F7> you are able to clear the form to start fresh with a new search.*

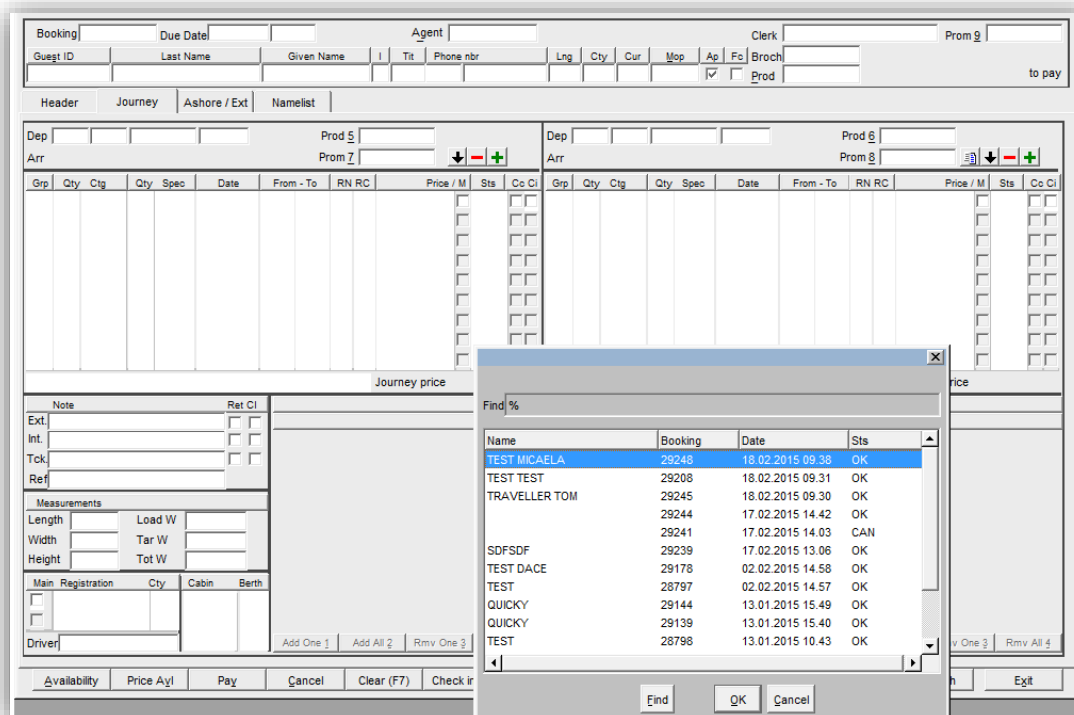
#### Searching with booking number

When a customer has the booking number to hand it is possible to search on this in the *booking form*. The booking number is entered manually into the “Booking” field and the search is started with *Enter*.



#### Searching for the last 15 bookings

To open a list of the 15 last bookings that were opened by the same user, press *Shift+<F9>*



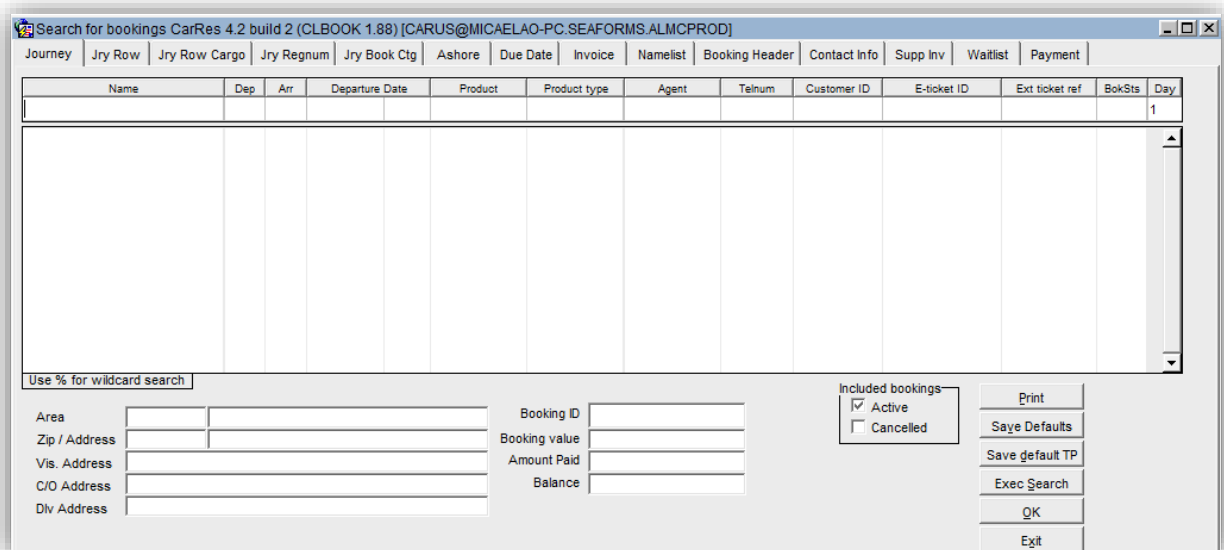
Name	Booking	Date	Sts
TEST MICHAELA	29248	18.02.2015 09.38	OK
TEST TEST	29208	18.02.2015 09.31	OK
TRAVELLER TOM	29245	18.02.2015 09.30	OK
	29244	17.02.2015 14.42	OK
	29241	17.02.2015 14.03	CAN
SDFSD	29239	17.02.2015 13.06	OK
TEST DACE	29178	02.02.2015 14.58	OK
TEST	28797	02.02.2015 14.57	OK
QUICKY	29144	13.01.2015 15.49	OK
QUICKY	29139	13.01.2015 15.40	OK
TEST	28796	13.01.2015 10.43	OK

1. The field “Find” is where search filter is given
2. “%” is used as wildcard when searching in CarRes – only “%” means “select all”. Can be used anywhere (before, after, in the middle).
3. Select the booking to be opened and press **Alt+o** or press “OK”

### 1.1.1 Advanced search

If the booking number is not known it is possible to open a *Booking search form* for advanced search possibility.

1. To open the booking search form, press <F9> from the booking window



The advanced search form contains many different tabs to make it possible to search differently depending on which information is known.

2. Define the search criteria by filling in known fields
3. To perform the search, press **Enter** or **Alt+s** after the search criteria has been defined
4. The search result can be sorted/re-arranged by pressing on the headline buttons.
5. To print the search result, (will be printed according to the selected sort order) press **Alt+p**

Most of the tabs require a date as part of the search criteria. By using the field “Day” it is possible to search for several days forward from the selected date.

### 1.1.2 [Saving a default search for a user](#)

When a user regularly makes the same advanced search it is possible to save the search criteria as default, one default per search tab. Next time the same user logs on and opens advanced search, the default search will be displayed automatically. This is done by pressing **Alt+v** when the search criteria for the tab is given.

It is also possible to make a certain tab default for the logged on user if one of the search tabs is preferred to be displayed automatically next time the search form is opened by that user. This is done by pressing **Alt+d** when the preferred tab is open.

## 1.2 Payment process in check-in

### 1.2.1 [Taking payments](#)

When a booking is confirmed it has to be fully paid (until tickets can be issued and) before the booking can be checked-in.

1. Open the booking that should be paid
2. To activate the payment window from the *booking* form, press **Alt+y** or press “Pay” button
3. The cursor will be automatically placed in the *payment transactions block*. The Date and Method of Payment (based on the MoP defined in the header of the booking) will be automatically displayed. Note that the user must have privilege to make payments and also to use the MoP code.
4. Press **Enter** or **tab** to move the cursor through the payment fields

Payment transactions						Payee
Date	Method	Amount	Currency	Rate	Amount	Remark
05/04/2015	CAS	726.00	USD	1	726.00	

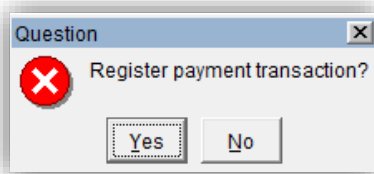
☐ Show roundings <sup>4</sup>  
 Print All Documents <sup>3</sup>  
 Print receipt <sup>1</sup>  
 More...<sup>2</sup>

5. Depending on method of payment it can be mandatory to add name of the payee

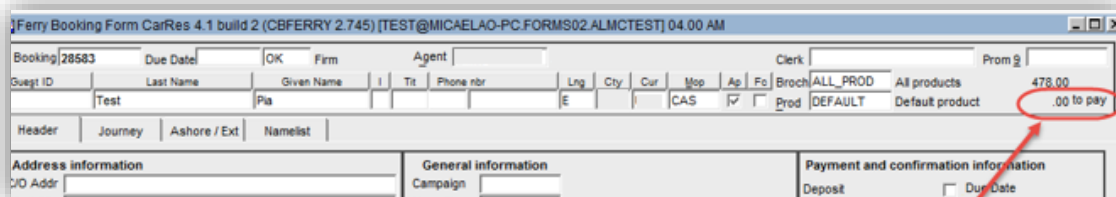


Payment transactions						
Date	Method	Amount	Currency	Rate	Amount	Payee
10/19/2015	CAS	91.00	USD	1	91.00	
						Remark

6. There will be a message asking “Register Payment transaction?” To accept the payment, answer “Yes”



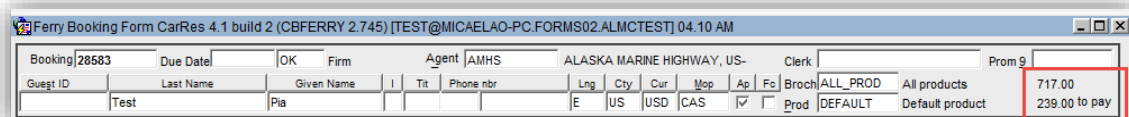
7. When the booking is fully paid the amount to pay will be updated to zero (0.00) in the upper right hand corner



### 1.2.2 Making additional payment

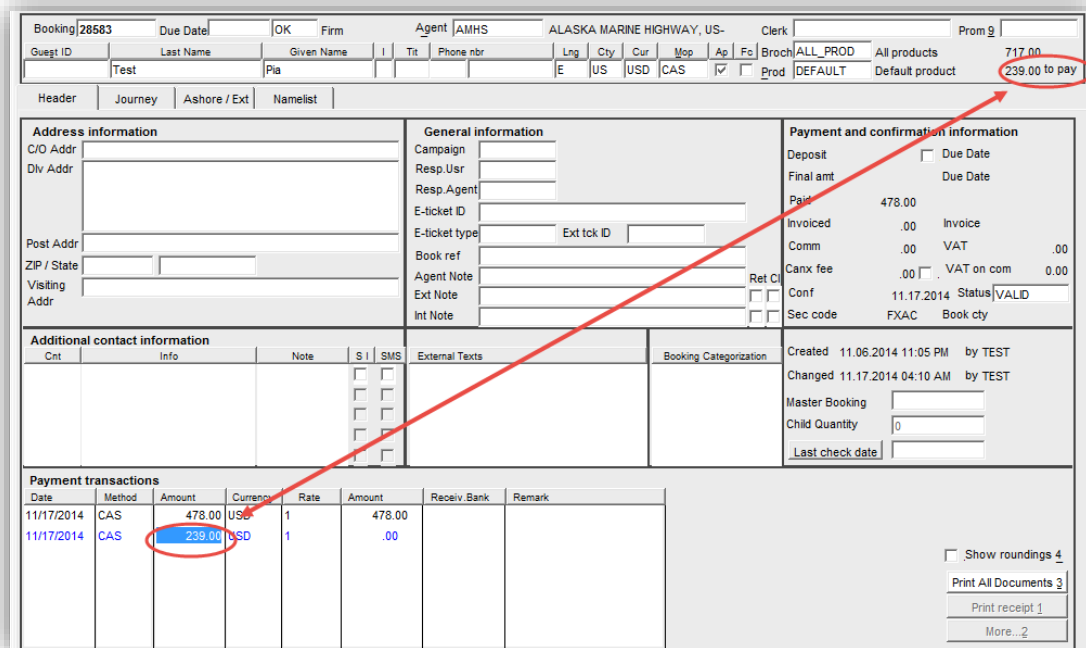
When a booking has been changed and the value of the booking has increased, an additional payment should be made.

The booking change will automatically update the price information in the booking and the outstanding value will be displayed in the upper right hand corner in the booking header.



1. To make the additional payment, press **Alt+y**

- In the [payment transactions block](#), use ArrowDown key to move to the next row. Note that it is not possible to edit an old payment transaction. For each additional payment a new payment is made
- Fill in Method of payment. The outstanding amount will now automatically be displayed



The screenshot shows the Carus booking system interface. At the top, there's a header with booking details like Booking 28583, Agent AMHS, and various status fields. Below this, there are several tabs: Address information, General information, Payment and confirmation information, Additional contact information, and Payment transactions. The 'Payment transactions' tab is active, showing a table with columns: Date, Method, Amount, Currency, Rate, Amount, Receiv. Bank, and Remark. The table contains two rows of payment transactions. The first row is dated 11/17/2014, Method CAS, Amount 478.00, Currency USD, Rate 1, Amount 478.00. The second row is dated 11/17/2014, Method CAS, Amount 239.00, Currency USD, Rate 1, Amount .00. A red circle highlights the '239.00' amount in the second row. A red arrow points from this circle to the '239.00 to pay' value in the top right corner of the booking header.

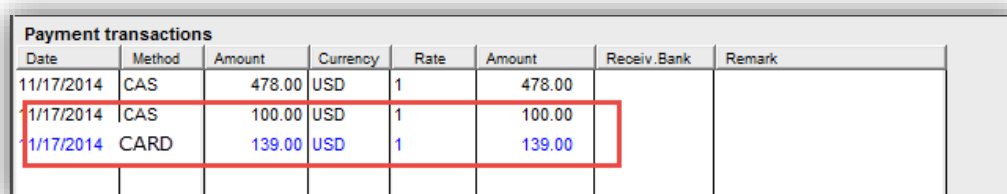
Date	Method	Amount	Currency	Rate	Amount	Receiv. Bank	Remark
11/17/2014	CAS	478.00	USD	1	478.00		
11/17/2014	CAS	239.00	USD	1	.00		

- Continue with tab until the message if you would like to register the payment is displayed. Confirm the payment and the outstanding amount to pay will be updated to zero (0.00) in the upper right hand corner in the booking header

### 1.2.3 [Making partial payments/several modes of payment](#)

In the event a customer wants to pay with several Methods of Payment it is possible to define separate rows for the different methods.

There will be a message displayed for each payment row and when the first payment is confirmed it is possible to insert the next payment on the next row.



The screenshot shows the 'Payment transactions' table with three rows of payment transactions. The first row is dated 11/17/2014, Method CAS, Amount 478.00, Currency USD, Rate 1, Amount 478.00. The second row is dated 11/17/2014, Method CAS, Amount 100.00, Currency USD, Rate 1, Amount 100.00. The third row is dated 11/17/2014, Method CARD, Amount 139.00, Currency USD, Rate 1, Amount 139.00. A red box highlights the second and third rows.

Date	Method	Amount	Currency	Rate	Amount	Receiv. Bank	Remark
11/17/2014	CAS	478.00	USD	1	478.00		
11/17/2014	CAS	100.00	USD	1	100.00		
11/17/2014	CARD	139.00	USD	1	139.00		

### 1.2.4 Refunding a payment

When a booking has been changed and the value of the booking has decreased, a refund should be made.

The booking change will automatically update the price information in the booking and the value to be refunded will be displayed in the upper right corner in the booking header.

Booking	28930	Due Date		OK	Firm	Agent	AMHS	ALASKA MARINE HIGHWAY, US-	Clerk		Prom g						
Guest ID		Last Name		Given Name	I	Tit	Phone nbr	Lng	Cty	Cur	Mop	Ap	Fo	Broch	ALL_PROD	All products	45.00
CARUS		Carus		Support				E	FI	USD	CAS	<input checked="" type="checkbox"/>		Prod	DEFAULT	Default product	-46.00 to pay

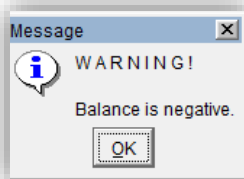
1. To make the refund, press **Alt+y**
2. In the **payment transactions block**, use ArrowDown key to move to the next row. Note that already registered payments cannot be changed, instead a new row for the refund should be added
3. Fill in Method of payment, usually there is a special MoP for refunds. Choose from list of options <F9> if the code is not known.

ID	Name
CC	Credit Card
CCA	Credit Card Auth Only
CCR	Credit Card Refund
DC	Debit Card
CAS	Cash
CASR	Cash Refund
TRV	Ticket Revoke
ACH	ECheck
ACHR	ECheck Refund
CCH	Cashier Check
CCHR	Cashier Check Refund
CHE	Check
CHER	Check Refund
KIOSK	Kiosk payment
PASS	Pass Payment
PASSR	Pass Payment Refund
PO	Purchase Order
TCH	Traveler's Check
WTN	Wire Transfer

4. The amount to refund should be filled in as a negative amount.

Payment transactions						
Date	Method	Amount	Currency	Rate	Amount	Payee
10/19/2015	CAS	91.00	USD	1	91.00	
10/20/2015	CASR	-46.00	USD	1	-46.00	
						Remark

5. A warning message will be displayed when the amount is negative. Accept with Ok.



6. Continue with tab until the message if you would like to register the payment is displayed. Confirm the refund and the outstanding amount to be paid will be updated to zero (0.00) in the upper right hand corner in the booking header.

OK	Firm	Agent	AMHS	ALASKA MARINE HIGHWAY, US-	Clerk	Prom 9
Given Name	I	Tit	Phone nbr	Lng	Cty	Cur
Support				E	FI	USD
				CAS	✓	
				ALL_PROD	All products	45.00
				Prod	DEFAULT	Default product
						.00 to pay

### 1.2.5 [Paying with a special pass](#)

A booking can be paid with a valid special pass.

1. To pay your booking using a special pass, press **Alt+y** to open the payment window
2. The date will automatically be displayed and in the "Method field" it will say CAS for cash payment. Type over with the appropriate code for the special pass (PASS) or press >F9> for list of options.
3. Fill in the number of the special pass and quantity. If the special pass number is not known, press <F9> for list of options in the "Ticket number" field.

Payment transactions						
Date	Method	Amount	Currency	Rate	Amount	Payee
10/19/2015	CAS	91.00	USD	1	91.00	
10/20/2015	PASS	.00	USD	1	.00	
						Remark

**Ticket book information**  
 Ticket quantity   
 Ticket number

4. There will be a message asking “Register Payment transaction?” To accept the payment, answer “Yes”

When paying with a Special Pass, Customer ID must be defined on the booking and Travel Friends must be defined in the Namelist tab (if Travel Friends should be verified). Valid Vehicle Registration Numbers should be saved on the Customer record and will be verified when paying with Special pass.

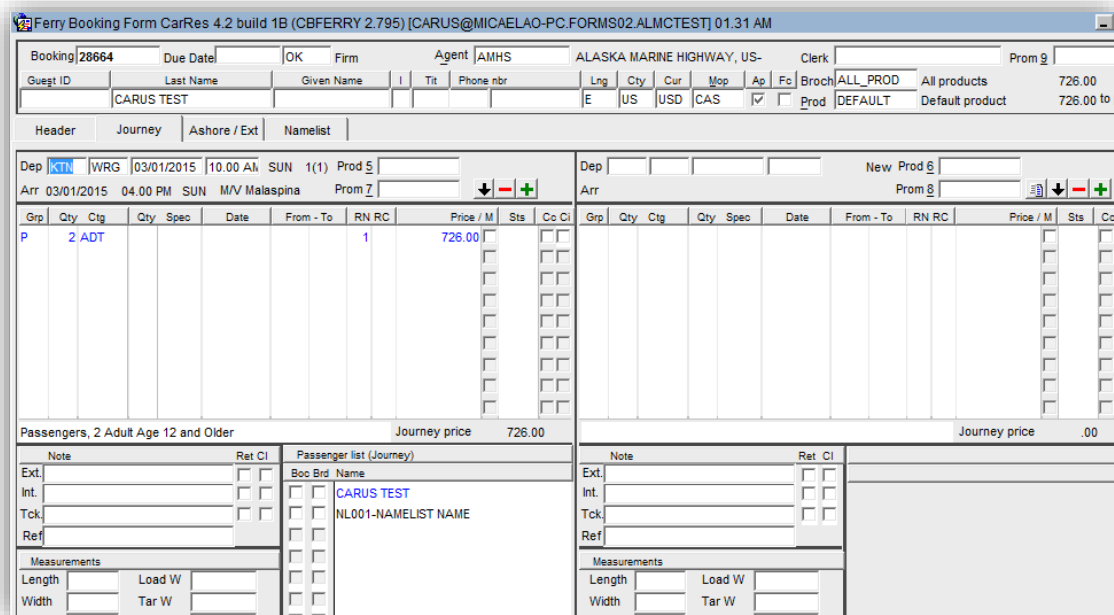
Manual control must be made by the staff in the terminal, making sure that the Special Pass policy isn't violated.

### 1.3 Changing and cancelling a booking

#### 1.3.1 [Changing a booking](#)

Provided there is capacity available, and the booking rules allow it, changes can be done to the name, departure, quantity, category, etc.

1. To change a booking, start by opening the booking in the [booking form](#). If the booking number is not known, perform an advanced search as described in [Advanced Search](#).
2. When the booking is open in the [booking form](#) it is possible to perform necessary changes



Ferry Booking Form CarRes 4.2 build 1B (CBFERRY 2.795) [CARUS@MICAELAO-PC.FORMS02.ALMCTEST] 01:31 AM

Booking: 28664 Due Date: OK Firm Agent: AMHS ALASKA MARINE HIGHWAY, US- Clerk: Prom 9

Guest ID: Last Name: Given Name: I: Tit: Phone nbr: Lng: Ctg: Cur: Mop: Ap: Fo: Broch: ALL\_PROD All products 726.00

CARUS TEST E US USD CAS ✓ Prod: DEFAULT Default product 726.00 to

Header Journey Ashore / Ext: Namelist

Dep: KTN WRG 03/01/2015 10.00 AM SUN 1(1) Prod 5

Arr: 03/01/2015 04.00 PM SUN M/V Malaspina Prom 7

Grp	Qty	Ctg	Qty	Spec	Date	From - To	RN RC	Price / M	Sta	Co Ci
P	2	ADT					1	726.00		

Passengers, 2 Adult Age 12 and Older Journey price 726.00

Note: Ret Cl: Passenger list (Journey)

Ext: Boc Brd Name

Int: CARUS TEST

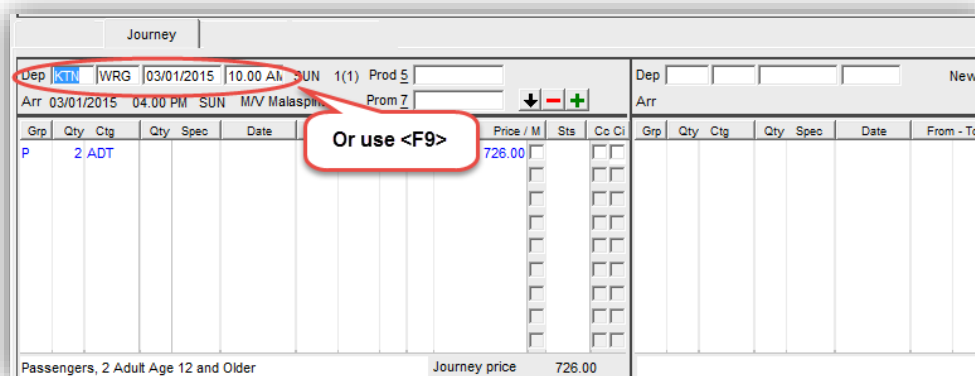
Tck: NL001-NAMELIST NAME

Ref:

Measurements: Length: Load W: Width: Tar W:

### 1.3.2 [Changing departure information](#)

To change departure information, simply type over the existing information or choose new departure from <F9> search



Journey

Dep: KTN WRG 03/01/2015 10.00 AM SUN 1(1) Prod 5

Arr: 03/01/2015 04.00 PM SUN M/V Malaspina Prom 7

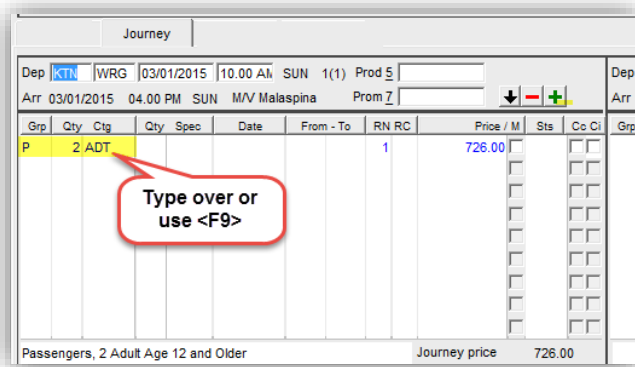
Or use <F9>

Grp	Qty	Ctg	Qty	Spec	Date	From - To	RN RC	Price / M	Sta	Co Ci
P	2	ADT						726.00		

Passengers, 2 Adult Age 12 and Older Journey price 726.00

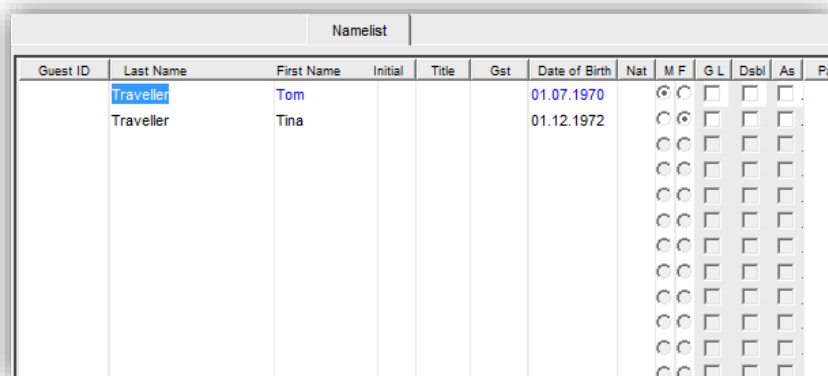
### 1.3.3 [Changing the booked items and details](#)

To change the booked items, move to the booking rows and change quantity or change existing category information.



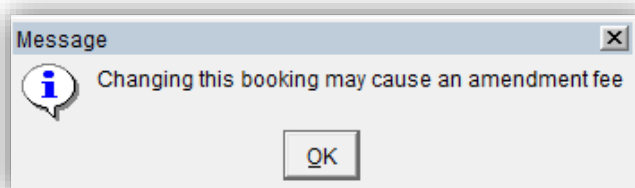
Passengers, 2 Adult Age 12 and Older      Journey price 726.00

Name changes are also done in the [namelist tab](#) by typing over existing fields

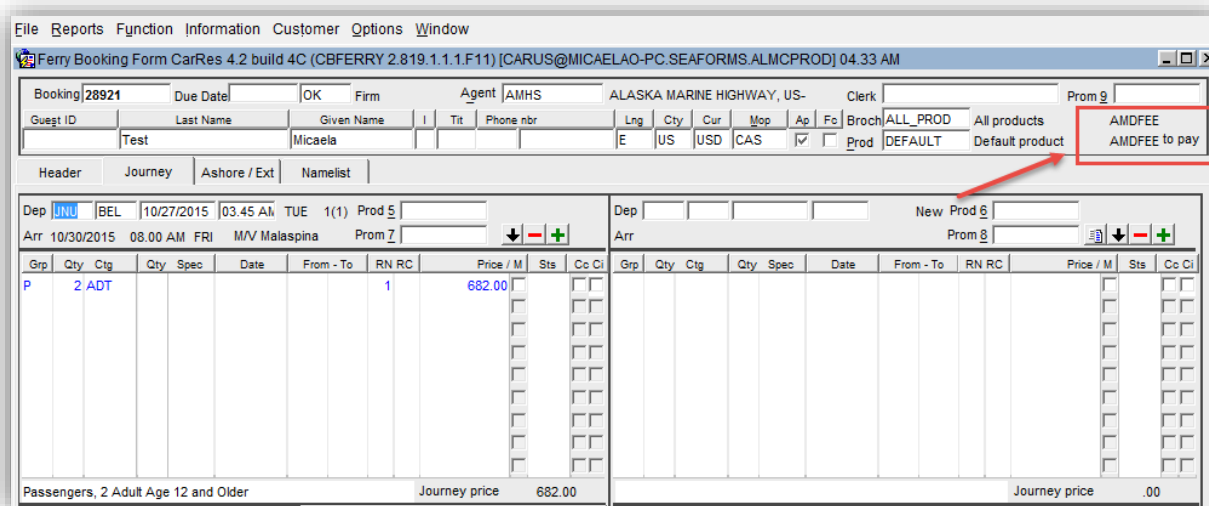


#### 1.3.4 [Amendment fee](#)

If the booking is subject to an amendment fee a message is displayed when the booking is opened.



When the booking is changed (date or time) and if amendment fee rules apply there will be a note in the upper right hand corner showing that a fee needs to be paid.



File Reports Function Information Customer Options Window

Ferry Booking Form CarRes 4.2 build 4C (CBFERRY 2.819.1.1.1.F11) [CARUS@MICAELAO-PC.SEAFORMS.ALMCPROD] 04:33 AM

Booking 28921 Due Date OK Firm Agent AMHS ALASKA MARINE HIGHWAY, US- Clerk Prom 9

Guest ID Last Name Given Name I Tit Phone nbr Lng Cty Cur Mop Ap Fo Broch ALL\_PROD All products AMD FEE AMD FEE to pay

Header Journey Ashore / Ext Namelist

Dep JNU BEL 10/27/2015 03:45 AM TUE 1(1) Prod 5 Dep New Prod 6

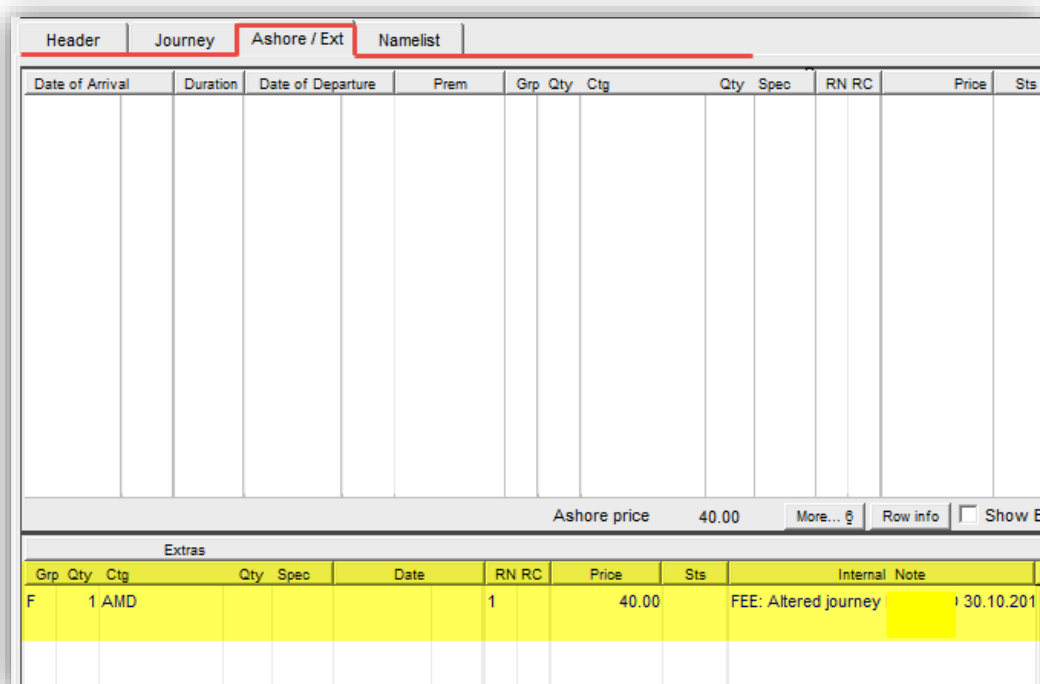
Arr 10/30/2015 08:00 AM FRI M/V Malaspina Prom 7 Arr Prom 8

Grp	Qty	Ctg	Qty	Spec	Date	From - To	RN RC	Price / M	Sts	Cc Cl
P	2	ADT					1	682.00		

Passengers, 2 Adult Age 12 and Older Journey price 682.00

How to pay the amendment fee will be described in the section [Taking payments](#).

After the payment has been settled the amendment fee will be registered in the [Ashore/Extras tab](#).



Header Journey Ashore / Ext Namelist

Date of Arrival	Duration	Date of Departure	Prem	Grp	Qty	Ctg	Qty	Spec	RN RC	Price	Sts

Ashore price 40.00 More... Row info Show E

Extras

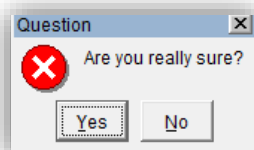
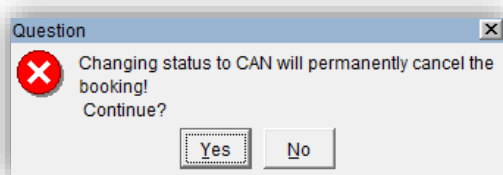
Grp	Qty	Ctg	Qty	Spec	Date	RN RC	Price	Sts	Internal Note
F	1	AMD				1	40.00		FEE: Altered journey 30.10.201

### 1.3.5 [Cancelling a booking](#)

An active booking can be cancelled by pressing **Alt+c** when the booking is open in the [Booking form](#).

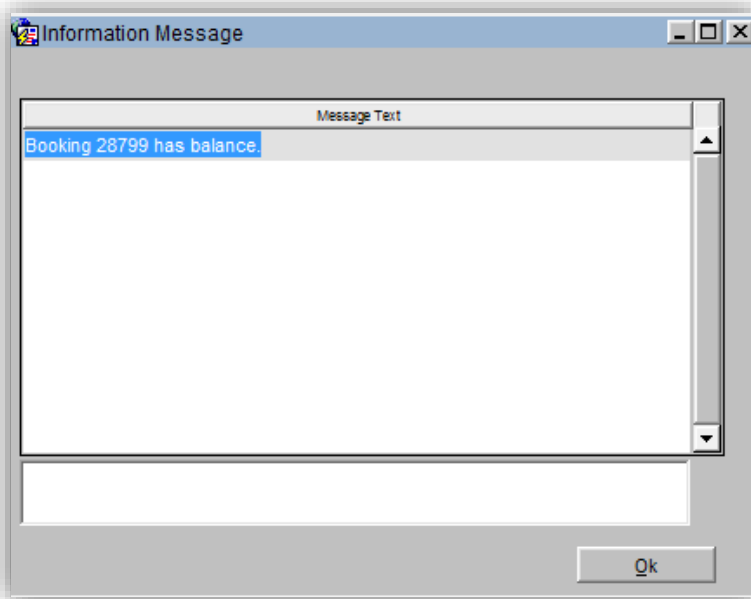


A couple of messages will be displayed asking the user to confirm that the booking should be cancelled.



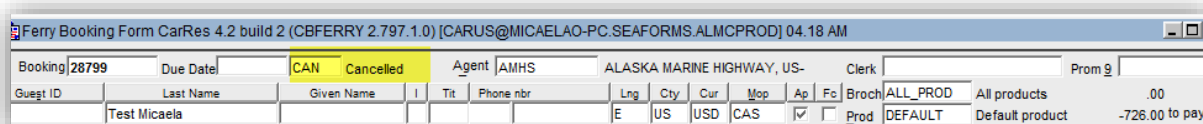
Press "Yes" and the booking is cancelled.

If the booking has been paid or partially paid there will be an extra notice that the booking has a balance.



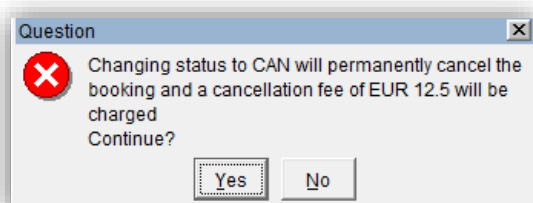
Choose yes and the booking can be refunded after cancellation as described in the [Refunding a payment](#) section.

A cancelled booking will have CAN=cancelled status.

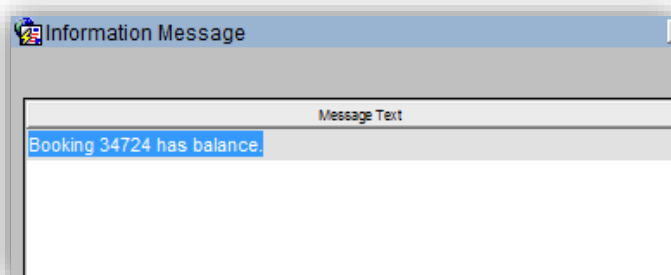


### 1.3.6 [Cancellation fee](#)

When a booking is subject to a cancellation fee, the following message will be displayed when cancelling the booking.



If the booking has been paid a message will be displayed:



The cancellation fee will automatically be displayed in the [Ashore/Extras tab](#) in the [Extras block](#) and the balance is displayed in the upper right hand corner.

Booking	34724	Due Date		CAN	Cancelled	Agent	ATSQA	CARUS PBS AB LTD, AX-22100 Östra	Clerk		Prom	g					
Guest ID		Last Name		Given Name	I	Tit	Phone nbr	Lng	Cty	Cur	Mop	Ap	Fc	Broch	ALL_PROD	All products	12.50
		test		micaela				SWE	AX	EUR	CAS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Prod	PILUTEST	PILu Test Product	-112.50 to pay

Header	Journey	Ashore / Ext	Namelist
--------	---------	--------------	----------

Date of Arrival	Duration	Date of Departure	Prem	Grp	Qty	Ctg	Qty	Spec	RN	RC	Price	Sts

Ashore price 12.50 More...  Row info ☐ Show ENF

Grp	Qty	Ctg	Qty	Spec	Date	RN	RC	Price	Sts	Internal Note
F	1	CFFEE				1		12.50		Journey canfee

Extras

Note										
Ext. <input type="text"/>										
Int. <input type="text"/>										
Tck. <input type="text"/>										
Lodging										
Statistics										
ID (room)	Code		Qty							
Name list (row)										
Name										
Grp										
Add One 1										
Add All 2										
Rmv One 3										
Rmv All 4										
Booked journey(s)										
From	To	Departure	Arrival							
MAR	STO	10.11.2015	08.15	10.11.2015	15.15					


Ins info... ?

If the cancellation fee is only part of the paid amount the balance should be refunded. See [Refunding a payment](#).

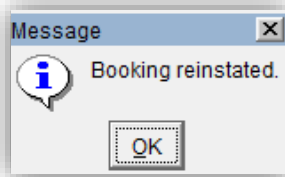
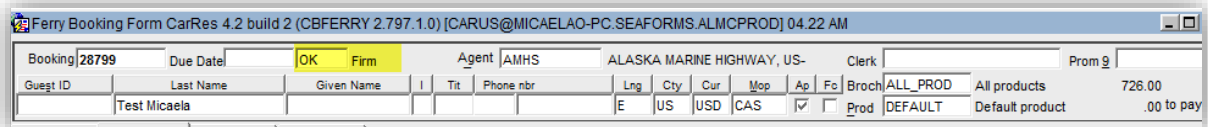
### 1.3.7 Reinstating a booking

A cancelled booking can be reinstated as long as there is still availability.

To reinstate the booking, from the [Booking](#) form, choose *Function > Reinstate booking*

File	Reports	Function	Information	Customer	Options	Window
<div>  <b>Ferry Book</b> </div>						
<div> <div> <div>Booking</div> <div>2879</div> </div> <div> <div>Guest ID</div> <div></div> </div> </div>						
<div> <div>Header</div> <div> <div>Address int</div> <div>C/O Addr</div> <div>Div Addr</div> <div>Post Addr</div> <div>ZIP / State</div> <div>Visiting Addr</div> <div>Additional c</div> <div>Cnt</div> </div> <div> <div>Copy Journey</div> <div>Copy Booking</div> <div>Move Open Journey Shift + F5</div> <div>Rollback changes Shift + F7</div> <div>Reinstate booking</div> <div>Set Booking Country</div> <div>Set Revenue Clearance</div> <div>Manual Price</div> <div>Create new invoice</div> <div>Create Record F6</div> <div>Cabin / Room Assignment</div> <div>Cabin / Assignment Deck Plan</div> <div>Name Assignment to Cabin</div> <div>Keycard</div> <div>Name receipt / ticket</div> <div>Move Booking Item</div> <div>Change Arrival Time</div> <div>Board Booking Item</div> </div> </div>						
<div> <div>Cancelled</div> <div>Agent</div> <div>AMHS</div> <div>ALASKA MARINE HIGHWAY, US-</div> <div>Clerk</div> <div></div> </div>						
<div> <div>Name</div> <div>I</div> <div>Tit</div> <div>Phone nbr</div> <div>Lng</div> <div>Cty</div> <div>Cur</div> <div>Mop</div> <div>Ap</div> <div>Fc</div> <div>Broch</div> <div>ALL_PROD</div> <div>All products</div> </div>						
<div> <div>General information</div> <div> <div>Campaign</div> <div>Resp.Usr</div> <div>Resp.Agent</div> <div>E-ticket ID</div> <div>E-ticket type</div> <div>Ext tck ID</div> <div>Book ref</div> <div>Agent Note</div> <div>Ext Note</div> <div>Int Note</div> </div> <div> <div>Payment and confirmation</div> <div> <div>Deposit</div> <div>Final amt</div> <div>Paid 726.00</div> <div>Invoiced .00</div> <div>Comm .00</div> <div>Canx fee .00</div> <div>Conf</div> <div>Sec code FCRX</div> </div> </div> </div>						
<div> <div>External Texts</div> <div>Booking Categorization</div> <div>Created 05/04/2015 02:17 AM</div> <div>Changed 05/04/2015 04:18 AM</div> <div>Master Booking</div> </div>						

A confirmation message is displayed and the booking is active again.

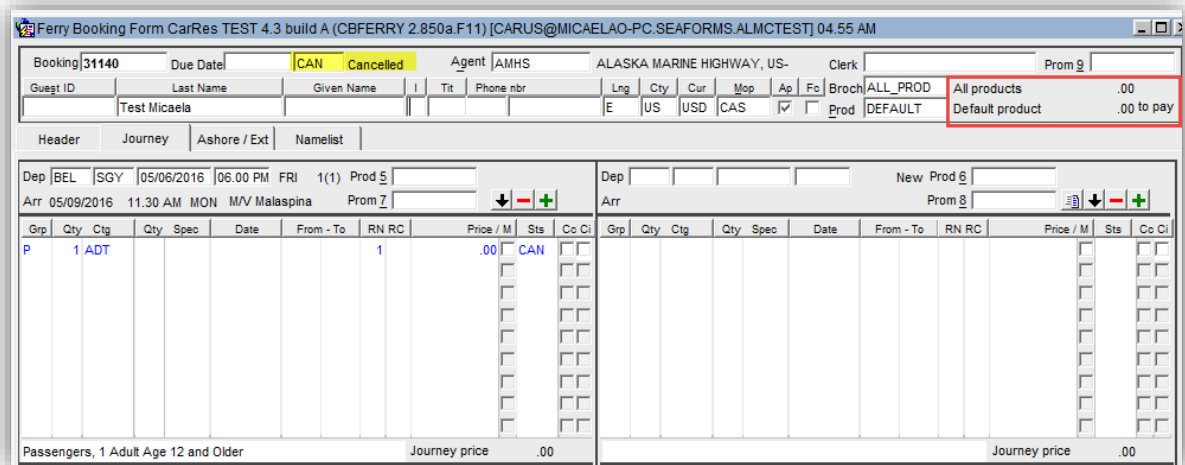



Booking	28799	Due Date		OK	Firm	Agent	AMHS	ALASKA MARINE HIGHWAY, US-	Clerk		Prom 9
Guest ID		Last Name	Test Micaela	Given Name		I	Tit	Phone nbr		Lng	US
										Cur	USD
										Mop	CAS
										Ap	
										Fo	
										Broch	ALL_PROD
										Prod	DEFAULT
										All products	726.00
										Default product	.00 to pay

### 1.3.8 [Paying a cancelled booking](#)

A booking can be paid even if it is cancelled. When the payment is registered the booking will be automatically reinstated.

1. Search for the cancelled booking
2. The booking will be in cancelled mode and the booking value will be zero:



Booking	31140	Due Date		CAN	Cancelled	Agent	AMHS	ALASKA MARINE HIGHWAY, US-	Clerk		Prom 9
Guest ID		Last Name	Test Micaela	Given Name		I	Tit	Phone nbr		Lng	US
										Cur	USD
										Mop	CAS
										Ap	
										Fo	
										Broch	ALL_PROD
										Prod	DEFAULT
										All products	.00
										Default product	.00 to pay

Grp	Qty	Ctg	Qty	Spec	Date	From - To	RN RC	Price / M	Sta	Co Ci
P	1	ADT					1	.00	CAN	

Passengers, 1 Adult Age 12 and Older

Journey price .00

3. To activate the payment window from the [booking](#) form, press **Alt+y** or press "Pay" button
4. Follow the payment flow as described in the [Taking payments](#) section.
5. The booking will be automatically reinstated when the payment is registered.

## TRAINING DAY 2

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*Training Block #2*

*Check-in process and routines*

*Special scenarios in check-in*

*No-show handling*

*Exercises*

---

## 2 Training block #2 – Check-in and special scenarios

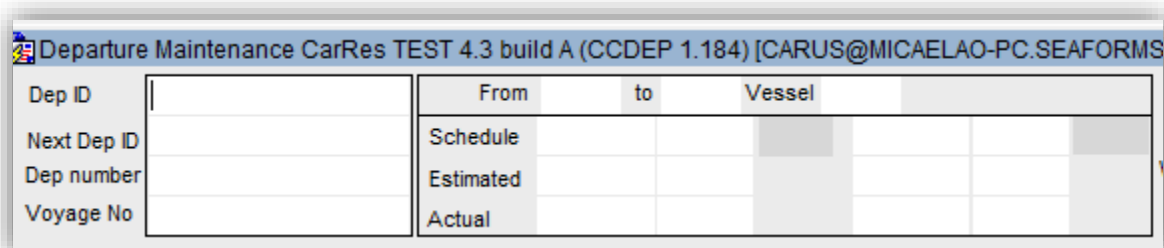
### 2.1 Check-in process and routines

#### 2.1.1 [Preparing departure for check-in](#)

To be able to start checking-in, the departure needs to be opened for check-in. Depending on company routines it is possible to either open one departure at a time or several departures at once.

#### 2.1.2 [Open one departure for check-in](#)

1. To open a departure for check-in, choose *Registry > Capacity > Departure (on board)*
2. Start by filling in the sailing details:

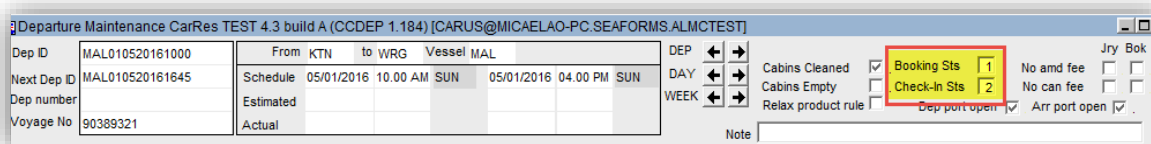


Dep ID	Next Dep ID	Dep number	Voyage No	From	to	Vessel	

3. Fill in the Departure ID if it is known or use <F9> to search
4. The details of the sailing will be displayed based on the departure ID
5. There is a Booking status field and a check-in status field in the upper right corner that is used for opening a departure for check-in

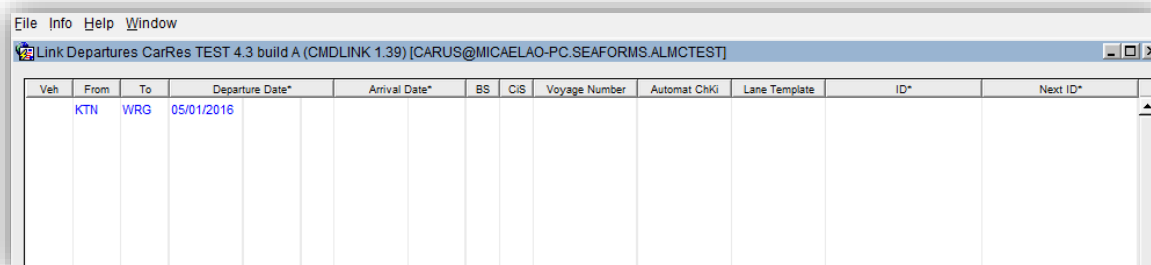
**Check-in status** shows if the departure is open for check in or not. The departure is not open for check in if the status is defined as "0". To open the departure for check-in, update the status to "2".

**Booking status** shows if a departure is open for booking or not (for instance if no further web bookings should be accepted after the check-in is opened). Booking Status defined as 0 means that the departure is closed for booking. Statuses 1 – 9 indicate that the departure is open for booking, provided that the User has privilege to the defined Booking Status. The values 1 – 9 can be used to define different levels of Booking Statuses. We recommend that a separate Booking Status (for example 9) is used for cancelled sailings.

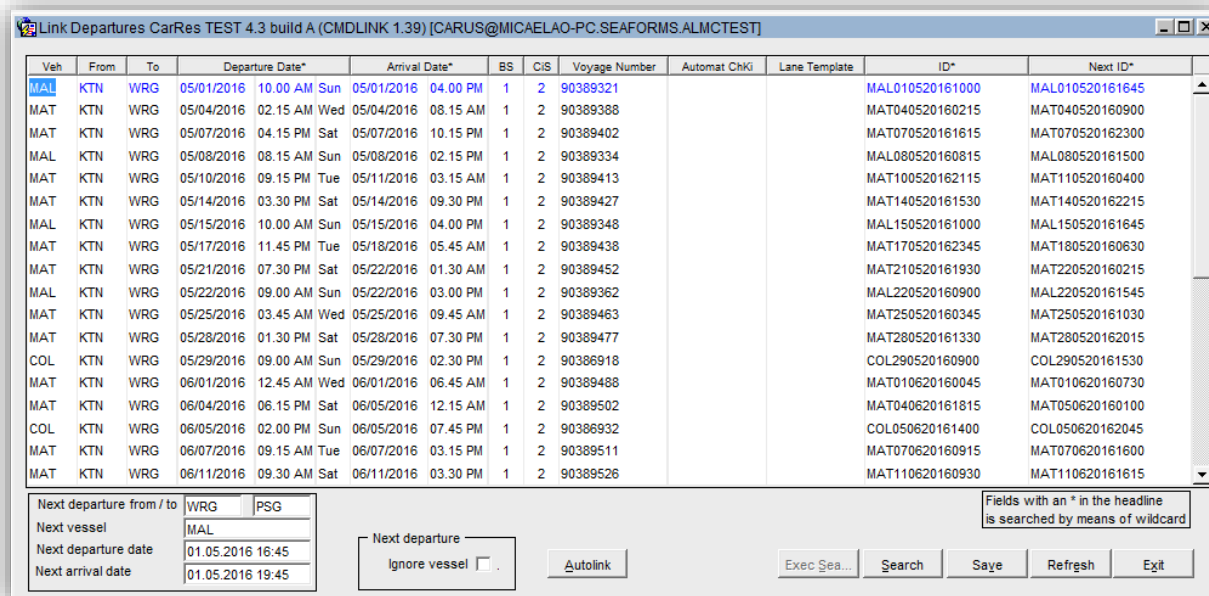


### 2.1.3 Open several departures for check-in

1. To open several departure for check-in, choose *Registry > Capacity > Departure links*
2. Clear the screen with <F7> or press "Search" or Alt+S..
3. Fill in departure details. If only the date is filled it, a list of every departure available in the system from that day will be displayed. If both the route and the date is filled in, a list with of the upcoming departures for that specific route will be displayed.




Veh	From	To	Departure Date*	Arrival Date*	BS	CIS	Voyage Number	Automat Chk	Lane Template	ID*	Next ID*
KTN	WRG		05/01/2016								



Veh	From	To	Departure Date*	Arrival Date*	BS	CIS	Voyage Number	Automat Chk	Lane Template	ID*	Next ID*
MAL	KTN	WRG	05/01/2016 10.00 AM Sun	05/01/2016 04.00 PM 1	2		90389321			MAL010520161000	MAL010520161645
MAT	KTN	WRG	05/04/2016 02.15 AM Wed	05/04/2016 08.15 AM 1	2		90389388			MAT040520160215	MAT040520160900
MAT	KTN	WRG	05/07/2016 04.15 PM Sat	05/07/2016 10.15 PM 1	2		90389402			MAT070520161615	MAT070520162300
MAL	KTN	WRG	05/08/2016 08.15 AM Sun	05/08/2016 02.15 PM 1	2		90389334			MAL080520160815	MAL080520161500
MAT	KTN	WRG	05/10/2016 09.15 PM Tue	05/11/2016 03.15 AM 1	2		90389413			MAT100520162115	MAT110520160400
MAT	KTN	WRG	05/14/2016 03.30 PM Sat	05/14/2016 09.30 PM 1	2		90389427			MAT140520161530	MAT140520162215
MAL	KTN	WRG	05/15/2016 10.00 AM Sun	05/15/2016 04.00 PM 1	2		90389348			MAL150520161000	MAL150520161645
MAT	KTN	WRG	05/17/2016 11.45 PM Tue	05/18/2016 05.45 AM 1	2		90389438			MAT170520162345	MAT180520160630
MAT	KTN	WRG	05/21/2016 07.30 PM Sat	05/22/2016 01.30 AM 1	2		90389452			MAT210520161930	MAT220520160215
MAL	KTN	WRG	05/22/2016 09.00 AM Sun	05/22/2016 03.00 PM 1	2		90389362			MAL220520160900	MAL220520161545
MAT	KTN	WRG	05/25/2016 03.45 AM Wed	05/25/2016 09.45 AM 1	2		90389463			MAT250520160345	MAT250520161030
MAT	KTN	WRG	05/28/2016 01.30 PM Sat	05/28/2016 07.30 PM 1	2		90389477			MAT280520161330	MAT280520162015
COL	KTN	WRG	05/29/2016 09.00 AM Sun	05/29/2016 02.30 PM 1	2		90386918			COL290520160900	COL290520161530
MAT	KTN	WRG	06/01/2016 12.45 AM Wed	06/01/2016 06.45 AM 1	2		90389488			MAT010620160045	MAT010620160730
MAT	KTN	WRG	06/04/2016 06.15 PM Sat	06/05/2016 12.15 AM 1	2		90389502			MAT040620161815	MAT050620160100
COL	KTN	WRG	06/05/2016 02.00 PM Sun	06/05/2016 07.45 PM 1	2		90386932			COL050620161400	COL050620162045
MAT	KTN	WRG	06/07/2016 09.15 AM Tue	06/07/2016 03.15 PM 1	2		90389511			MAT070620160915	MAT070620161600
MAT	KTN	WRG	06/11/2016 09.30 AM Sat	06/11/2016 03.30 PM 1	2		90389526			MAT110620160930	MAT110620161615

4. There is a Booking status field and a check-in status field on each row that is used for opening a departure for check-in/booking. See status definitions in [previous chapter](#).

File Info Help Window

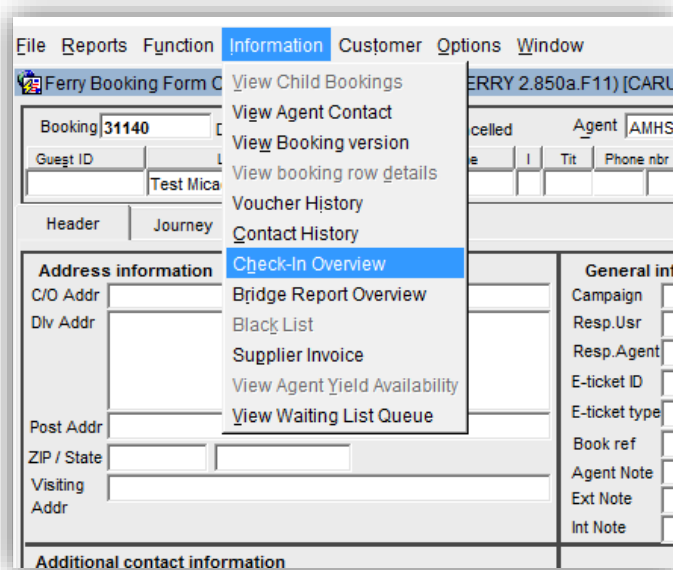
 Link Departures CarRes TEST 4.3 build A (CMDLINK 1.39) [CARUS@MICAELAO-PC.SEAFO

Veh	From	To	Departure Date*			Arrival Date*			BS	CIS	Voyage Num
MAL	KTN	WRG	05/01/2016	10.00 AM	Sun	05/01/2016	04.00 PM	1	2	90389321	
MAT	KTN	WRG	05/04/2016	02.15 AM	Wed	05/04/2016	08.15 AM	1	2	90389388	
MAT	KTN	WRG	05/07/2016	04.15 PM	Sat	05/07/2016	10.15 PM	1	2	90389402	
MAL	KTN	WRG	05/08/2016	08.15 AM	Sun	05/08/2016	02.15 PM	1	2	90389334	
MAT	KTN	WRG	05/10/2016	09.15 PM	Tue	05/11/2016	03.15 AM	1	2	90389413	
MAT	KTN	WRG	05/14/2016	03.30 PM	Sat	05/14/2016	09.30 PM	1	2	90389427	
MAL	KTN	WRG	05/15/2016	10.00 AM	Sun	05/15/2016	04.00 PM	1	2	90389348	
MAT	KTN	WRG	05/17/2016	11.45 PM	Tue	05/18/2016	05.45 AM	1	2	90389438	
MAT	KTN	WRG	05/21/2016	07.30 PM	Sat	05/22/2016	01.30 AM	1	2	90389452	

### 2.1.4 [Booking and check-in overview](#)

When the check-in staff needs to keep track on the check-in and booking situation one possibility is to open the Check-in Overview window.

1. From the Booking form, go to *Information > Check-in Overview*



The screenshot shows the 'Ferry Booking Form' window. The 'Information' menu is open, and 'Check-in Overview' is highlighted. Other menu items include 'View Child Bookings', 'View Agent Contact', 'View Booking version', 'View booking row details', 'Voucher History', 'Contact History', 'Bridge Report Overview', 'Black List', 'Supplier Invoice', 'View Agent Yield Availability', and 'View Waiting List Queue'. The form also displays fields for 'Booking' (31140), 'Guest ID', 'Header', 'Journey', 'Address information', 'General info', and 'Additional contact information'.

2. Fill in the departure port code
3. In the "Days" field it is possible to insert how many days in advance you would like to view check-in situation for.



Port	Vessel	Date	Days
BEL		04/01/2016	2

There are three different tabs: passengers, vehicles and booking details.

The [passenger tab](#) will show how many bookings there are in total on the departure, how many are checked-in and how many remain to be checked-in. The same breakdown is shown on passenger level.

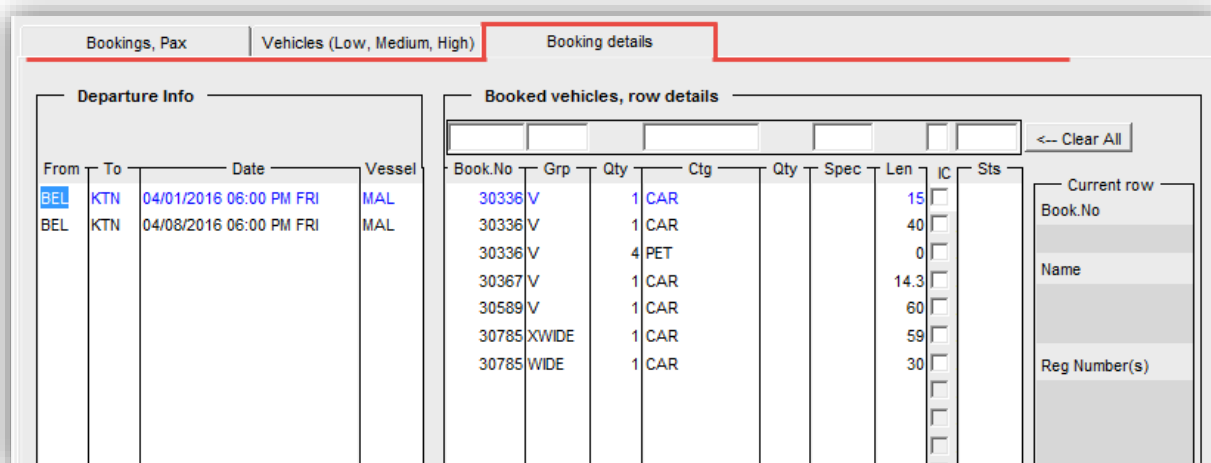
The last column on the tab will break it down on embark/disembark level.

Bookings, Pax				Vehicles (Low, Medium, High)				Booking details			
Departure				Bookings				Passengers			
From	To	Date	Vessel	Total	Chkin	Rem		Total	Avl	Chkin	Board
BEL	KTN	04/01/2016 06:00 PM FRI	MAL	4	0	4		7	443	0	0
BEL	KTN	04/08/2016 06:00 PM FRI	MAL	1	0	1		6	444	0	0

The [vehicles tab](#) will show how many low/medium/high bookings there are in total on the departure and how many feet in total. The total availability will be shown in the middle column while the last column will show what remains to be checked-in.

Bookings, Pax				Vehicles (Low, Medium, High)				Booking details			
Departure				Booked				Total Availability			
From	To	Date	Vessel	Low	Med	High		Low	Med	High	
BEL	KTN	04/01/2016 06:00 PM FRI	MAL	10	223.3	0	0	414.32	0	1120	
BEL	KTN	04/08/2016 06:00 PM FRI	MAL	4	54	0	0	1621	0	1280	

The [booking details tab](#) will show individual bookings on the departure. The 'IC' field shows if the row has been checked in or not and the 'Sts' field will show if the row is waitlisted.

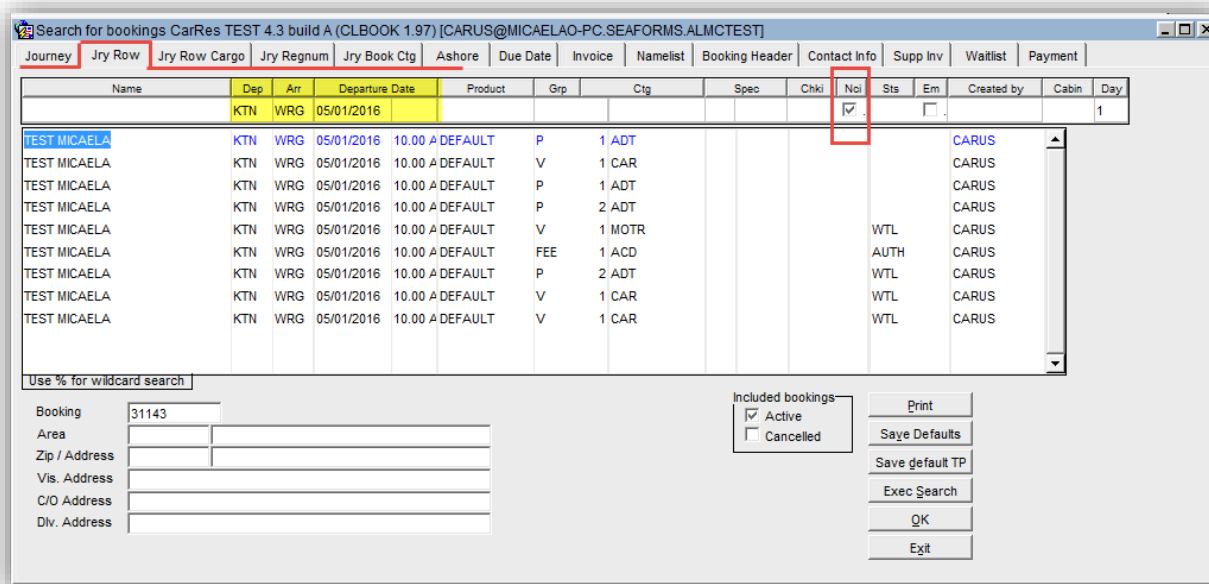


From	To	Date	Vessel
BEL	KTN	04/01/2016 06:00 PM FRI	MAL
BEL	KTN	04/08/2016 06:00 PM FRI	MAL

Book.No	Grp	Qty	Ctg	Qty	Spec	Len	IC	Sts
30336	V	1	CAR			15		
30336	V	1	CAR			40		
30336	V	4	PET			0		
30367	V	1	CAR			14.3		
30589	V	1	CAR			60		
30785	XWIDE	1	CAR			59		
30785	WIDE	1	CAR			30		

Another way to keep track on the check-in situation is by using the Search functionality from the [booking form](#).

1. To open the search form, press <F9> in the booking form
2. Go to the Jry row tab and fill in the departure details
3. To look for bookings “not checked-in”, mark the check box “Nci” and only bookings that have not been checked-in will be listed



Name	Dep	Arr	Departure Date	Product	Grp	Ctg	Spec	Chki	Nci	Sts	Em	Created by	Cabin	Day
TEST MICAE LA	KTN	WRG	05/01/2016	10.00 A DEFAULT	P	1 ADT			<input checked="" type="checkbox"/>			CARUS		1
TEST MICAE LA	KTN	WRG	05/01/2016	10.00 A DEFAULT	V	1 CAR						CARUS		
TEST MICAE LA	KTN	WRG	05/01/2016	10.00 A DEFAULT	P	1 ADT						CARUS		
TEST MICAE LA	KTN	WRG	05/01/2016	10.00 A DEFAULT	P	2 ADT						CARUS		
TEST MICAE LA	KTN	WRG	05/01/2016	10.00 A DEFAULT	V	1 MOTR					WTL	CARUS		
TEST MICAE LA	KTN	WRG	05/01/2016	10.00 A DEFAULT	FEE	1 ACD					AUTH	CARUS		
TEST MICAE LA	KTN	WRG	05/01/2016	10.00 A DEFAULT	P	2 ADT					WTL	CARUS		
TEST MICAE LA	KTN	WRG	05/01/2016	10.00 A DEFAULT	V	1 CAR					WTL	CARUS		
TEST MICAE LA	KTN	WRG	05/01/2016	10.00 A DEFAULT	V	1 CAR					WTL	CARUS		

4. To open a booking from the list, press <Enter>, Alt+O or press the “OK” button

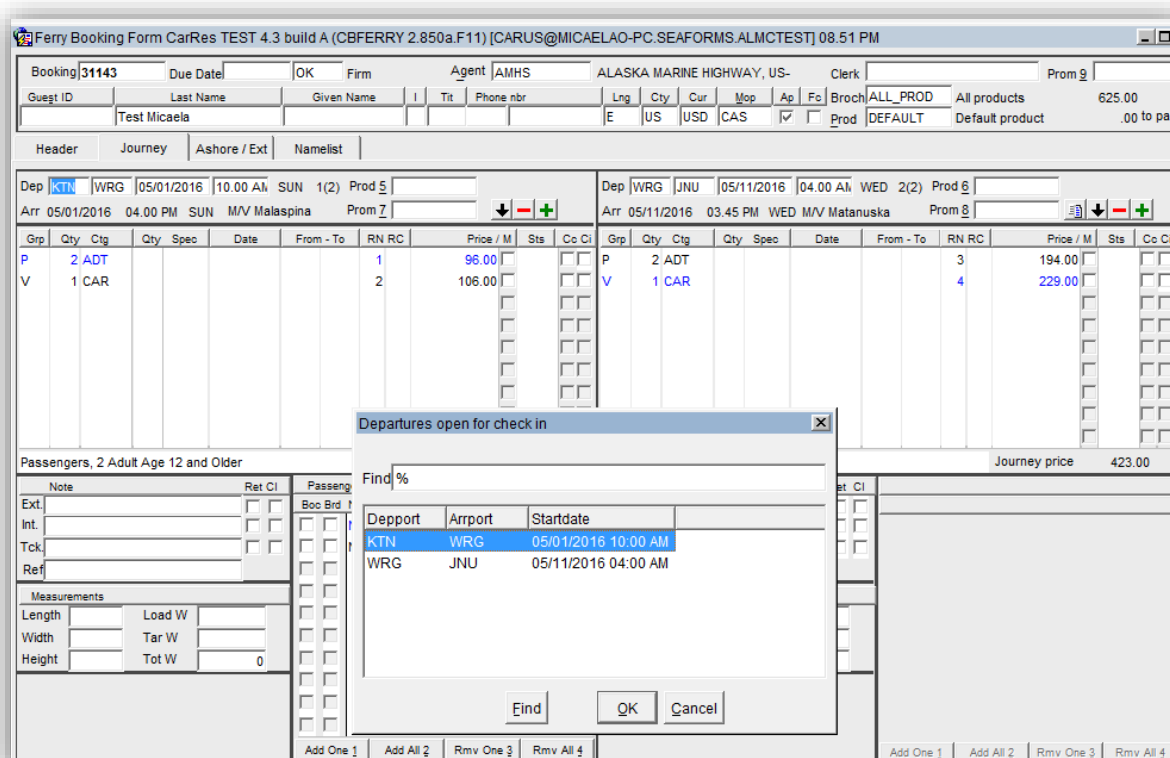
### 2.1.5 Checking-in a booking

Start by opening the booking you want to check-in. If the passenger does not have the booking number at hand, you can search for the booking as described in the [Booking Search](#) section.

The booking needs to be fully paid in order to proceed with check-in.

1. To check-in a booking, press Alt+I or press “Check in all”

If both the departure for the outward as well as the return has been opened for check in, the user can choose which of the departures to check in.



Ferry Booking Form CarRes TEST 4.3 build A (CBFERRY 2.850a.F11) [CARUS@MICAELAO-PC.SEAFORMS.ALMCTEST] 08:51 PM

Booking: 31143 Due Date: OK Firm Agent: AMHS ALASKA MARINE HIGHWAY, US- Clerk: Prom 9

Guest ID: Last Name: Given Name: I: Tit: Phone nbr: Lng: Cty: Cur: Mop: Ap: Fo: Broch: ALL\_PROD All products 625.00

Test Micaela Prod: DEFAULT Default product .00 to pay

Header Journey Ashore / Ext Namelist

Dep: KTN WRG 05/01/2016 10:00 AM SUN 1(2) Prod 5 Arr: 05/01/2016 04:00 PM SUN M/V Malaspina Prom 7

Dep: WRG JNU 05/11/2016 04:00 AM WED 2(2) Prod 6 Arr: 05/11/2016 03:45 PM WED M/V Matanuska Prom 8

Grp	Qty	Ctg	Qty	Spec	Date	From - To	RN	RC	Price / M	Sta	Co Cl
P	2	ADT					1		96.00		
V	1	CAR					2		106.00		
P	2	ADT					3		194.00		
V	1	CAR					4		229.00		

Passengers, 2 Adult Age 12 and Older

Note: Ext: Ret CI: Passeng: Int: Boo Brd: Tck: Ref: Measurements: Length: Load W: Width: Tar W: Height: Tot W: 0

Departures open for check in

Find %

Depport	Arrport	Startdate
KTN	WRG	05/01/2016 10:00 AM
WRG	JNU	05/11/2016 04:00 AM

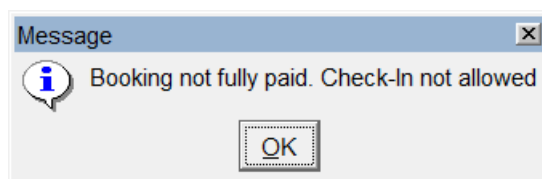
Find OK Cancel

Add One 1 Add All 2 Rmv One 3 Rmv All 4

Journey price 423.00

Add One 1 Add All 2 Rmv One 3 Rmv All 4

2. To proceed with check-in, press “Ok” and the boarding cards for the chosen departure will be printed.
3. If the booking has not been paid, a message will be displayed:



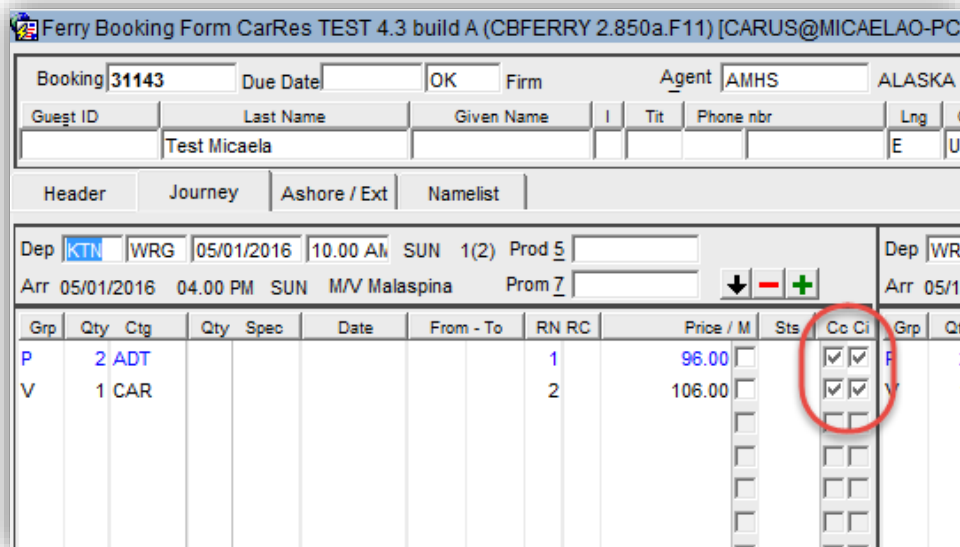
Message

Booking not fully paid. Check-In not allowed

OK

The booking needs to be paid prior to check-in. See section: [Payment](#).

- To see if a booking has been checked-in, the check-boxes on the booking row will be marked:



Ferry Booking Form CarRes TEST 4.3 build A (CBFERRY 2.850a.F11) [CARUS@MICAELAO-PC]

Booking 31143 Due Date OK Firm Agent AMHS ALASKA

Guest ID Last Name Given Name I Tit Phone nbr Lng

Test Micaela

Header Journey Ashore / Ext Namelist

Dep KTN WRG 05/01/2016 10.00 AM SUN 1(2) Prod 5 Dep WRG

Arr 05/01/2016 04.00 PM SUN M/V Malaspina Prom 7 Arr 05/1

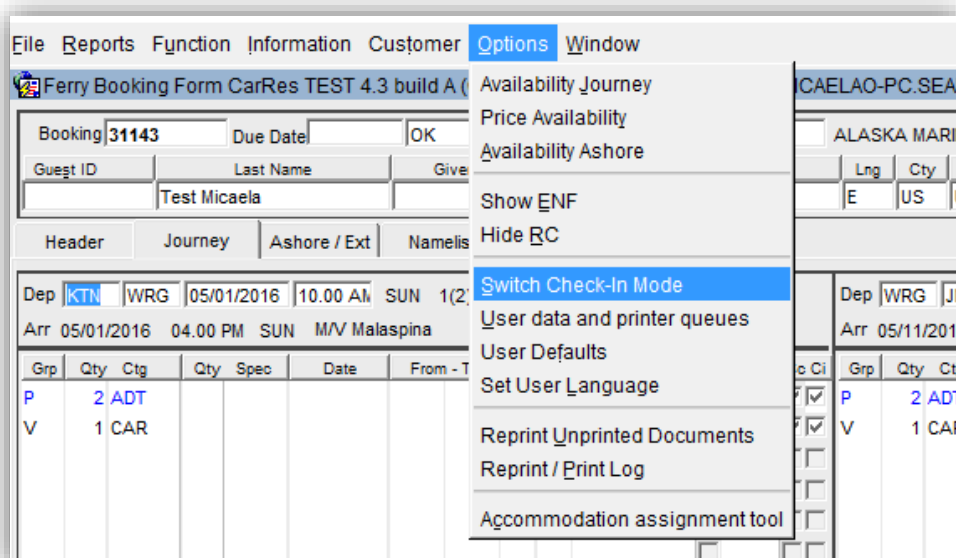
Grp	Qty	Ctg	Qty	Spec	Date	From - To	RN RC	Price / M	Sts	Co Ci	Grp	Qt
P	2	ADT					1	96.00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
V	1	CAR					2	106.00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

### 2.1.6 [Unchecking in a booking](#)

Start by opening the booking you want to uncheck in. If the passenger does not have the booking number to hand you can search for the booking as described in the [Booking Search](#) section.

The booking needs to be checked in in order to be unchecked in. As shown in the previous picture the boxes for Check-in clearance and Check-in status are marked when the booking has been checked-in.

- To un check-in a booking, press Alt+o and S or choose Options -> Switch Check-In Mode

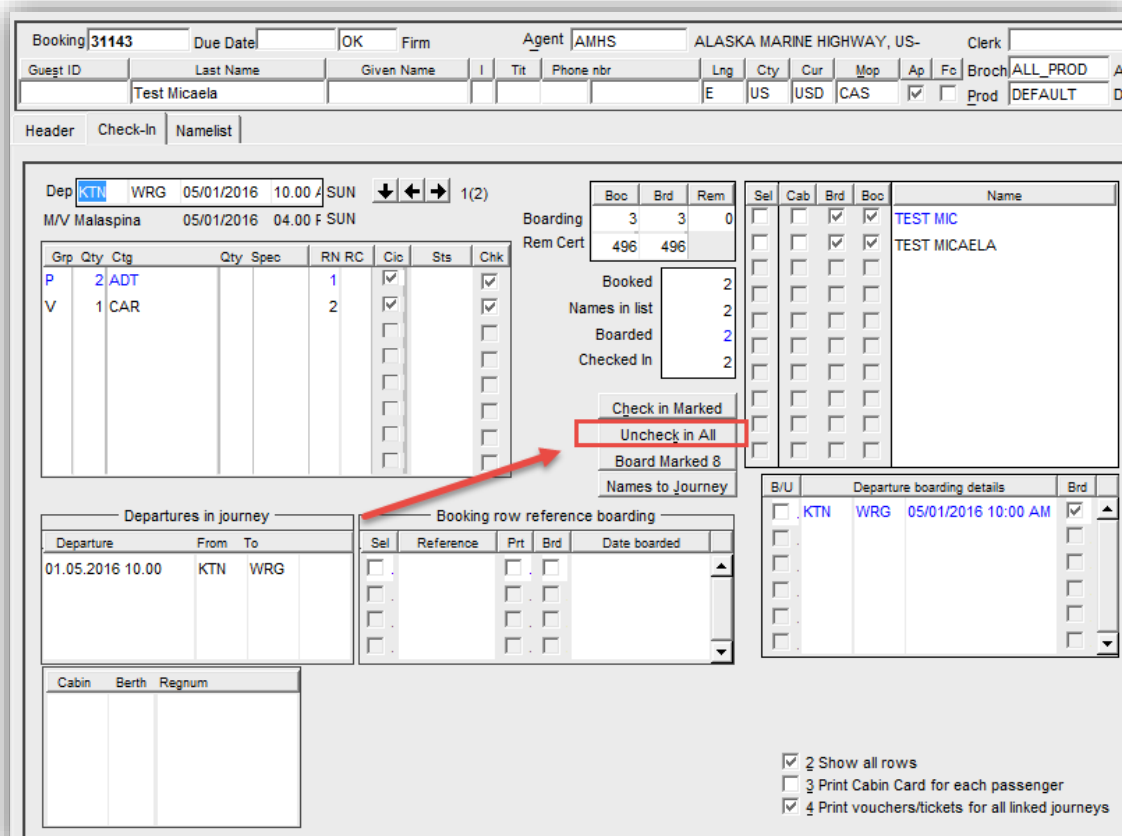


The screenshot shows the 'Ferry Booking Form CarRes TEST 4.3 build A'. The 'Options' menu is open, displaying the following items:

- Availability Journey
- Price Availability
- Availability Ashore
- Show ENF
- Hide RC
- Switch Check-In Mode (highlighted in blue)
- User data and printer queues
- User Defaults
- Set User Language
- Reprint Unprinted Documents
- Reprint / Print Log
- Accommodation assignment tool

The background form shows booking details for Booking 31143, Guest ID, Last Name: Test Micaela, and a table with columns: Grp, Qty, Ctg, Qty, Spec, Date, From - To. The table contains two rows: P 2 ADT and V 1 CAR.

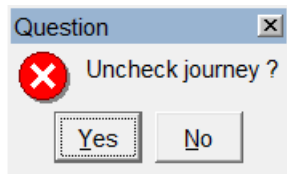
2. Press Alt+k or press “Uncheck in All”



The screenshot shows the 'Ferry Booking Form' with the 'Check-In' tab selected. A red arrow points to the 'Uncheck in All' button in the 'Boarding' section. The 'Boarding' section includes a table with columns: Boc, Brd, Rem, Sel, Cab, Brd, Boc, and a list of passengers: TEST MIC and TEST MICAELA. The 'Boarding' section also includes a table with columns: Boc, Brd, Rem, Sel, Cab, Brd, Boc, and a list of passengers: TEST MIC and TEST MICAELA. The 'Boarding' section also includes a table with columns: Boc, Brd, Rem, Sel, Cab, Brd, Boc, and a list of passengers: TEST MIC and TEST MICAELA.

The 'Boarding' section includes a table with columns: Boc, Brd, Rem, Sel, Cab, Brd, Boc, and a list of passengers: TEST MIC and TEST MICAELA. The 'Boarding' section also includes a table with columns: Boc, Brd, Rem, Sel, Cab, Brd, Boc, and a list of passengers: TEST MIC and TEST MICAELA. The 'Boarding' section also includes a table with columns: Boc, Brd, Rem, Sel, Cab, Brd, Boc, and a list of passengers: TEST MIC and TEST MICAELA.

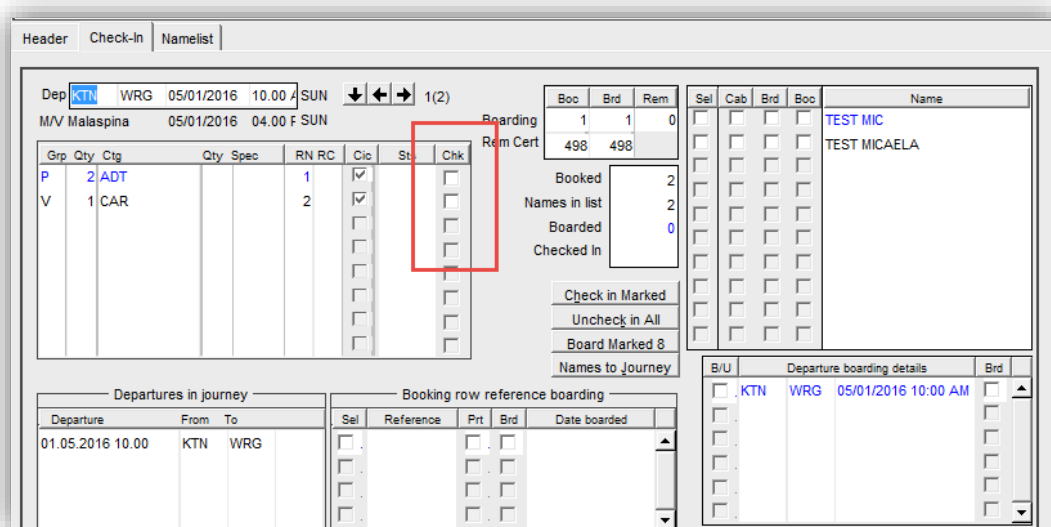
3. Answer question “Uncheck journey?” Yes with enter, Alt+y or press button



4. Answer question “Revoke boarding cards?” Yes with LeftArrow and enter, Alt+y or press button



And booking will be unchecked in

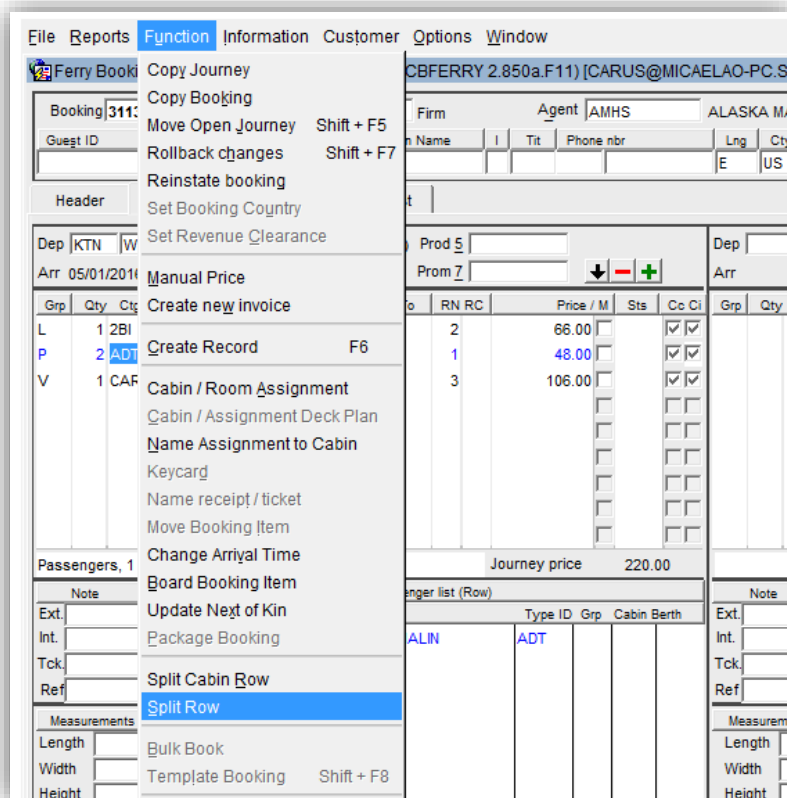


5. To return to the basic booking form, press Alt+o and S or choose Options -> Switch Check-In Mode

### 2.1.7 Splitting a booking row and partial check in

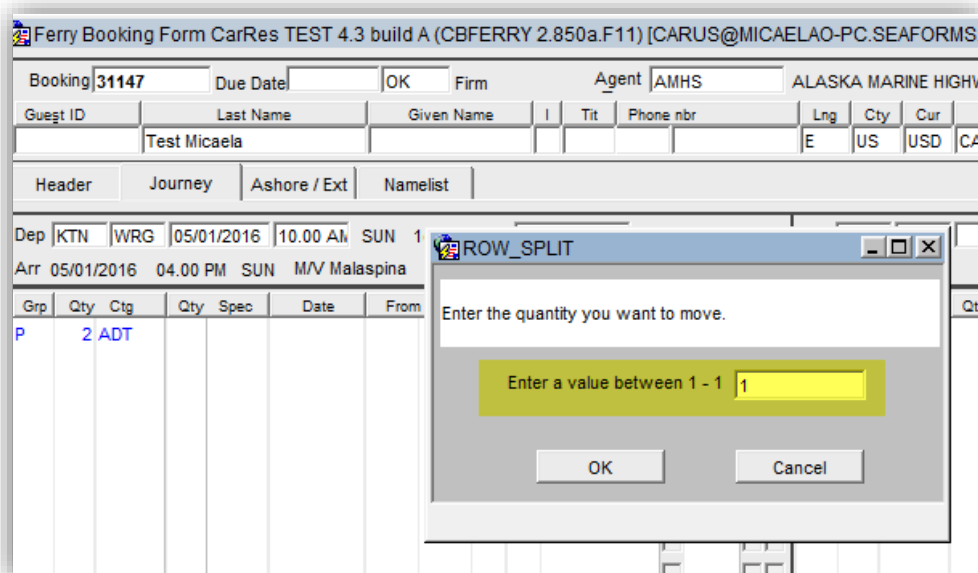
To check-in only part of the items booked on a row (i.e. only one passenger out of two), the booking row has to be split. Start by opening the booking in the booking form.

1. To split a booking row, move the cursor to the booking row that should be split and press Alt+u and S or choose Function -> Split Row



The screenshot shows the 'Ferry Booking' window with the 'Function' menu open. The 'Split Row' option is highlighted in blue. The menu includes options like 'Copy Journey', 'Move Open Journey', 'Rollback changes', 'Reinstate booking', 'Set Booking Country', 'Set Revenue Clearance', 'Manual Price', 'Create new invoice', 'Create Record', 'Cabin / Room Assignment', 'Cabin / Assignment Deck Plan', 'Name Assignment to Cabin', 'Keycard', 'Name receipt / ticket', 'Move Booking Item', 'Change Arrival Time', 'Board Booking Item', 'Update Next of Kin', 'Package Booking', 'Split Cabin Row', 'Split Row', 'Bulk Book', and 'Template Booking'.

2. Enter the quantity to split to another booking row and press OK



The screenshot shows the 'Ferry Booking Form' with a 'ROW\_SPLIT' dialog box open. The dialog box prompts the user to 'Enter the quantity you want to move.' and shows a value of '1' entered in the input field. The background booking form shows details for Booking 31147, Guest ID, Last Name (Test Micaela), and a table with columns Grp, Qty, Ctg, Qty, Spec, Date, and From.

3. The booking row will be split into two rows

Dep	KTN	WRG	05/01/2016	10.00 AM	SUN	1(1)	Prod 5	
Arr	05/01/2016	04.00 PM	SUN	M/V Malaspina	Prom 7			

Grp	Qty	Ctg	Qty	Spec	Date	From - To	RN RC	Price / M	Sts	Co Ci
P	1	ADT					2	48.00		
P	1	ADT					1	48.00		

Passengers, 1 Adult Age 12 and Older      Journey price      96.00

4. Save booking, <F10>

## 2.2 Special passes

The special passes must be issued ("sold") within a booking, also when it is free of charge for instance for employees.

### 2.2.1 Selling a special pass

1. To sell the actual special pass, go to the *Ashore/Extras tab* in the *Booking* form.

Header	Journey	Ashore / Ext	Namelist						
Date of Arrival	Duration	Date of Departure	Prem	Grp	Qty	Ctg	Qty	Spec	RN RC

2. To move the cursor to the *extras block*, press *Ctrl+DownArrow*
3. Fill in the following fields:

Term	Definition						
Grp	<p>Enter Category group manually or press &lt;F9&gt; for a list of options. Choose the code for the special pass.</p> <table border="1"> <thead> <tr> <th>Id</th><th>Name</th></tr> </thead> <tbody> <tr> <td>FEE</td><td>Fees</td></tr> <tr> <td>PASS</td><td>Passes</td></tr> </tbody> </table>	Id	Name	FEE	Fees	PASS	Passes
Id	Name						
FEE	Fees						
PASS	Passes						
Qty	Enter the amount to be booked						



Enter Category manually or press <F9> for a list of options.

Id	Name
AP	Annual Pass
HP	Handicap Pass
MP	Marketing Pass
OP	Official Pass
RAP	Retiree annual pass
TRIP	Trip Pass

Extras											
Grp	Qty	Ctg	Qty	Spec	Date		RN	RC	Price	Sts	Internal Note
PAS	1	HF					1				

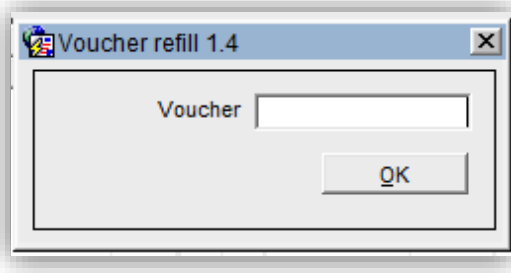
ins info... ?

4. Press *DownArrow* to accept the booking row and the price will be displayed
5. To save the booking, press <F10>, fill in a name of the booking and accept with <F10>
6. To pay the special pass and get the ticket number, follow the same procedure as outlined in section [Taking payment](#).
7. Press “Print all documents” after payment
8. The special pass details can now be viewed in *Information > Voucher History*

### 2.2.2 Special pass refill

Special passes that have annual cards where the actual card is not renewed every year it is possible to refill the same card.

1. If the category is allowing a refill, a pop-up will be displayed when the category code is filled in



2. Add the voucher number of the original card to add a refill. If the card should not be refilled, choose “ok” and a new pass will be created.

See section [Paying with a special pass](#) for information on how to proceed when travelling with a special pass.

### 2.3 Stand-by and waitlist

It is possible to waitlist passengers, vehicles and cabins. The maximum waitlist capacity is set up in the registers both for Passenger and Freight Vehicle allocation and for all Vehicle sizes (i.e. Low, Medium and High vehicle allotment).

When trying to book a departure that is for instance fully booked for passengers it is possible to add waitlist status to the booking row.

If bookings are cancelled on a departure where there are waitlisted bookings, the capacity will not be returned to the allotment, but is saved for the waitlisted bookings.

The user confirms a waitlisted booking by removing the waitlist booking row status from the booking rows. The system then tries to rebook the requested capacity.

---

*It is possible to split multi-sector journeys if there isn't capacity for the requested items for the whole voyage. The customer can choose to be placed on a waiting list for the legs where there is no capacity.*

*When saving a waitlisted booking, the user can choose to split the booked journey into separate legs. This makes it possible to board each leg separately if the customer chooses to travel although the booking is waitlisted on one or several legs of the journey.*

---

#### 2.3.1 [Adding to the waitlist](#)

1. To waitlist, move the cursor to the “Sts” field on the booking row you want to waitlist.

Header		Journey		Ashore / Ext		Namelist				
Dep	BEL	KTN	10/23/2015	06.00 PM	FRI	1(2)	Prod 5			
Arr	10/25/2015	07.00 AM	SUN	M/V Malaspina	Prom 7					
Grp	Qty	Ctg	Qty	Spec	Date	From - To	RN RC	Price / M	Sts	Co Ci
P	1	ADT					1	250.00		
V	1	CAR					2			
Journey price									250.00	

- Fill in the code for wait listing or choose <F9> for list of options.

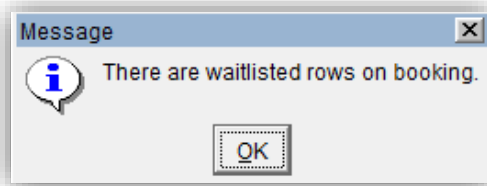
Find %	
Id	Name
DBL	Double Shuffle
WTL	Waitlisted
AUTH	Authorize only

Find OK Cancel

- The code for waitlist 'WTL' is used to calculate the waitlist capacity.

Header		Journey		Ashore / Ext		Namelist				
Dep	BEL	KTN	10/23/2015	06.00 PM	FRI	1(2)	Prod 5			
Arr	10/25/2015	07.00 AM	SUN	M/V Malaspina	Prom 7					
Grp	Qty	Ctg	Qty	Spec	Date	From - To	RN RC	Price / M	Sts	Co Ci
P	1	ADT					1	250.00	WTL	
Journey price									250.00	

Every time a booking with waitlisted items is opened a warning message will be displayed.



### 2.3.2 [Review the waitlist](#)

When something is added to the waitlist the order in which they have been added is kept unchanged.

1. To review the waitlist, press <F9> (booking search) from the *booking form*
2. Open the waitlist tab in the *Booking search form*:

3. Insert the departure details that you want to view the waitlist for and press <Enter>, Alt+S or press "Execute search":

Search for bookings CarRes TEST 4.3 build A (CLBOOK 1.97) [CARUS@MICAELAO-PC.SEAFORMS.ALMCTEST]

Name	Premise	Dep	Arr	Dep/Start date	Dur	Product	Grp	Category	Ctg Spec	Sts	Wtl Order
		KTN	WRG	05/01/2016							
TEST MICAELA		KTN	WRG	05/01/2016	10.00 A	DEFAULT	V	1	CAR	WTL	1
TEST MICAELA		KTN	WRG	05/01/2016	10.00 A	DEFAULT	V	1	CAR	WTL	2
TEST MICAELA		KTN	WRG	05/01/2016	10.00 A	DEFAULT	V	1	MOTR	WTL	3

Use % for wildcard search

Booking: 31144

Area:

Zip / Address:

Vis. Address:

C/O Address:

Div. Address:

Included bookings:

☒ Active

☐ Cancelled

☒ Waitlisted Only

Print

Save Defaults

Save default TP

Exec Search

OK

Exit

The waitlist for the selected departure will be displayed. When a booking is waitlisted, there will be a waitlist number for each booked category, for each booked leg in the journey.

Name	Premise	Dep	Arr	Dep/Start date	Dur	Product	Grp	Category	Ctg Spec	Sts	Wtl Order
		KTN	WRG	05/01/2016							
TEST MICAELA		KTN	WRG	05/01/2016	10.00 A	DEFAULT	V	1	CAR	WTL	1
TEST MICAELA		KTN	WRG	05/01/2016	10.00 A	DEFAULT	P	2	ADT	WTL	2
TEST MICAELA		KTN	WRG	05/01/2016	10.00 A	DEFAULT	V	1	CAR	WTL	2
TEST MICAELA		KTN	WRG	05/01/2016	10.00 A	DEFAULT	V	1	MOTR	WTL	3

## 2.4 Cleaning fee

Livestock is allowed on the vehicle deck on the vessels and this on occasion necessitates additional cleaning of this area of the deck.

To cover these potential costs, a pre-authorized cleaning fee will be processed in case the cleaning service is needed, otherwise the hold is released.

1. To add a cleaning fee to the booking, use category group: FEE and category ACD, this will automatically generate an AUTH booking row status

Ferry Booking Form CarRes TEST 4.3 build A (CBFERRY 2.850a.F11) [CARUS@MICAE]

Booking 31144 Due Date OK Firm Agent AMHS

Guest ID Last Name Given Name I Tit Phone nbr

Test Micaela

Header Journey Ashore / Ext Namelist

Dep KTN WRG 05/01/2016 10.00 AM SUN 1(1) Prod 5

Arr 05/01/2016 04.00 PM SUN M/V Malaspina Prom 7

Grp	Qty	Ctg	Qty	Spec	Date	From - To	RN RC	Price / M	Sts	Co Ci
P	2	ADT					1	96.00		
V	1	CAR					2	107.00	WTL	
FEE	1	ACD							AUTH	

Journey price 203.00

2. This row will be excluded from the total value of the booking.

Ferry Booking Form CarRes TEST 4.3 build A (CBFERRY 2.850a.F11) [CARUS@MICAE] 11.49 PM

Booking 31144 Due Date OK Firm Agent AMHS ALASKA MARINE HIGHWAY, US- Clerk Prom 9

Guest ID Last Name Given Name I Tit Phone nbr Lng Cty Cur Mop Ap Fo Broch ALL\_PROD All products 203.00

Test Micaela E US USD CAS IV Prod DEFAULT Default product 203.00 to pay

Header Journey Ashore / Ext Namelist

Dep KTN WRG 05/01/2016 10.00 AM SUN 1(1) Prod 5

Arr 05/01/2016 04.00 PM SUN M/V Malaspina Prom 7

Grp	Qty	Ctg	Qty	Spec	Date	From - To	RN RC	Price / M	Sts	Co Ci
FEE	1	ACD					3	500.00	AUTH	
P	2	ADT					1	96.00		
V	1	CAR					2	107.00	WTL	

Journey price 203.00

Note Ret CI Passenger list (Row)

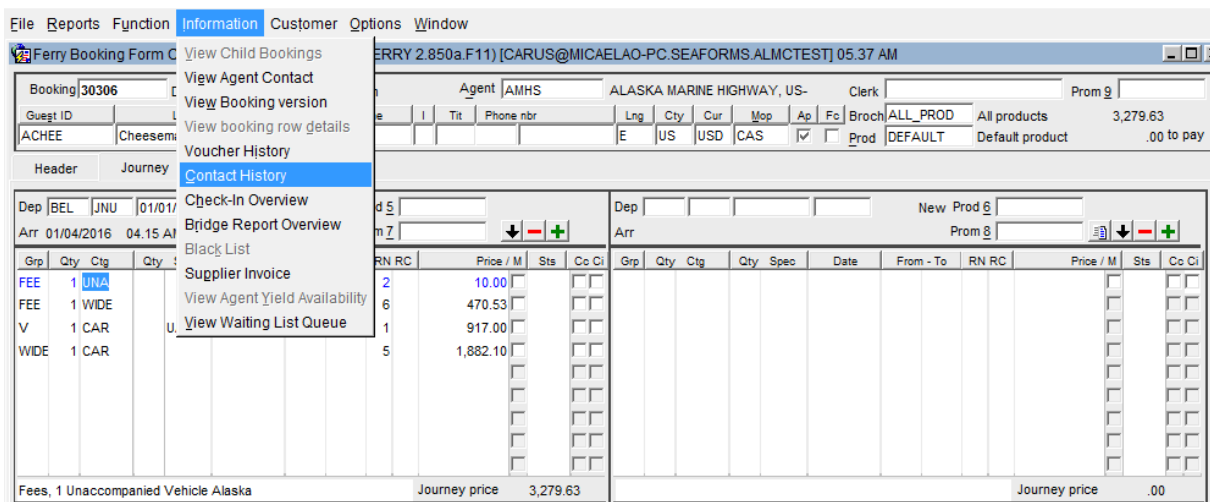
Two payment transactions will be made in the booking – one that covers for the booked items (excluding the cleaning fee) and one made with a separate MoP used for authorizing the amount that will be charged in case cleaning is needed.

Payment transactions						
Date	Method	Amount	Currency	Rate	Amount	Payee
03/22/2016	CAS	203.00	USD	1	203.00	
03/22/2016	CCA	500.00	USD	1	.00	
						Remark
						Init Converge authorization

## 2.5 Unaccompanied vehicles and youth groups

For unaccompanied vehicles or youth groups there should be a document uploaded on the booking.

1. To add a document for an un-accompanied vehicle, open the booking in the [booking form](#)
2. Go to *Information > Contact history*

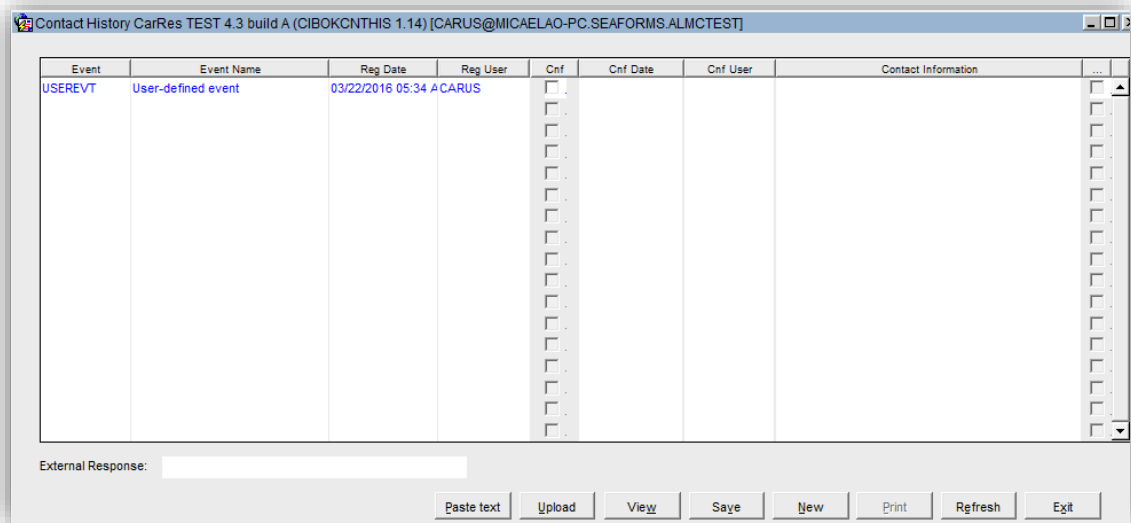


The screenshot shows the Carus booking system interface. The 'Information' menu is open, and the 'Contact History' option is highlighted. The main window displays booking details for a ferry booking (Booking 30306) and a list of fees. The 'Fees' section shows a total of 3,279.63 for the journey price. The 'Contact History' section is currently empty.

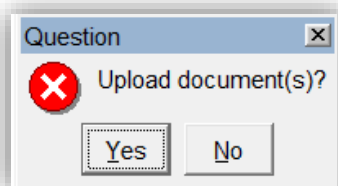
Grp	Qty	Ctg	Qty	Price / M	Sts	Co Ci
FEE	1	UNA		10.00		
FEE	1	WIDE		470.53		
V	1	CAR		917.00		
WIDE	1	CAR		1,882.10		

Fees, 1 Unaccompanied Vehicle Alaska Journey price 3,279.63

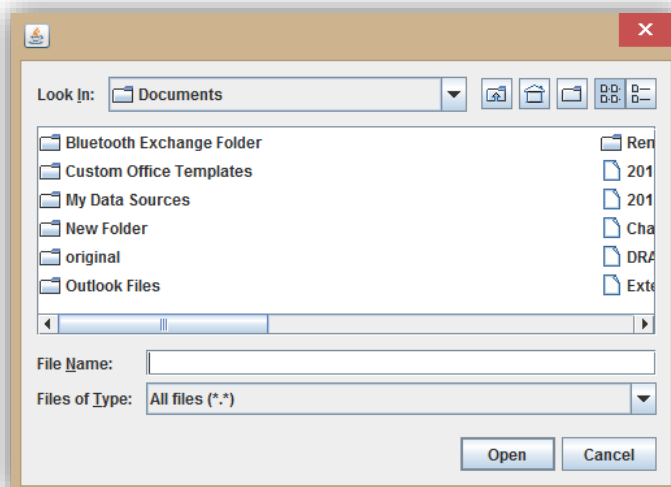
3. Add the Event code and press <Enter> or choose with F9 if the code is not known.



4. Upload the document by pressing "Upload" or Alt+U
5. When pressing button <Upload>, the User is asked to confirm that documents should be uploaded

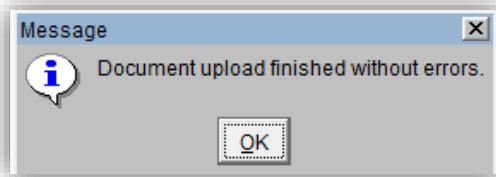


6. A Windows Explorer window is opened where the user can browse for the document to be uploaded



7. If the upload was successful there will be a message displayed



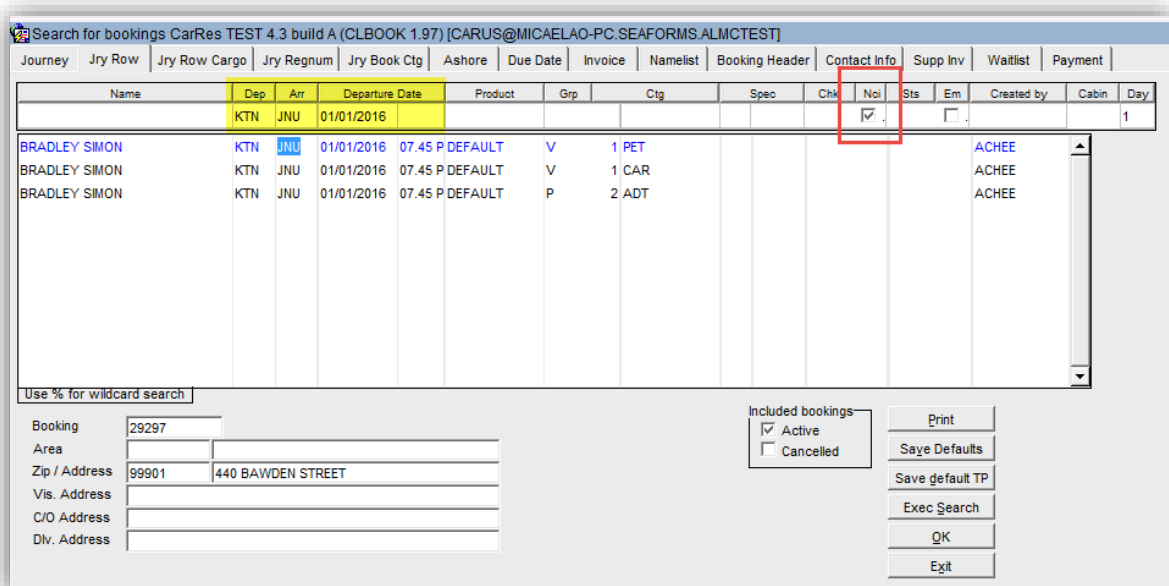


Note that some file types are not allowed to be uploaded; for example executable files like .com, .exe, .bin, .vbs.

8. After uploading one or several documents the user can view a list of all files uploaded against the active contact event record. This is done by pressing “View” in the [Contact History form](#).
9. It is possible to delete an uploaded file by placing the cursor on the row and press button <Delete>. The User must confirm that the file should be deleted.

## 2.6 No show handling

1. After a sailing, the bookings that have not been checked-in can be retrieved in the search form with <F9> from the [booking form](#).
2. Fill in the departure details in the [Jry row tab](#) and mark the check-box “Nci”
3. The list of no-shows will be displayed



Search for bookings CarRes TEST 4.3 build A (CLBOOK 1.97) [CARUS@MICAELAO-PC:SEAFORMS.ALMCTEST]

Name	Dep	Arr	Departure Date	Product	Grp	Ctg	Spec	Chk	Nci	Sts	Em	Created by	Cabin	Day
	KTN	JNU	01/01/2016						<input checked="" type="checkbox"/>					1
BRADLEY SIMON	KTN	JNU	01/01/2016	07.45 P DEFAULT	V	1 PET							ACHEE	
BRADLEY SIMON	KTN	JNU	01/01/2016	07.45 P DEFAULT	V	1 CAR							ACHEE	
BRADLEY SIMON	KTN	JNU	01/01/2016	07.45 P DEFAULT	P	2 ADT							ACHEE	

Use % for wildcard search

Booking: 29297  
 Area:   
 Zip / Address: 99901 440 BAWDEN STREET  
 Vis. Address:   
 C/O Address:   
 Dlv. Address:

Included bookings:  
☒ Active  
☐ Cancelled

Print  
 Save Defaults  
 Save default TP  
 Exec Search  
 OK  
 Exit

4. The bookings can be opened directly from the displayed list and actions regarding no-show handling can be taken according to company policy.

## TRAINING DAY 3

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*Training block #3*

*Port management functionality*

*Reporting, manifests, documents, etc.*

*Finalizing a departure*

*Exercises*

---

### 3 Training block #3 – Port management and finalizing departure

#### 3.1 Reporting

##### 3.1.1 [Printer queue](#)

CarRes requires tickets to be generated for all booking rows including such categories where no physical tickets should be triggered. These categories should be defined with a dummy ticket layout, pointing at a NULL printer queue.

The terminal where the User is logged on must have all documents linked to Printer queues controlling which physical printer the documents should be printed on.

From the main menu, please select:

*Booking > Booking > Options > User data and printer queues*

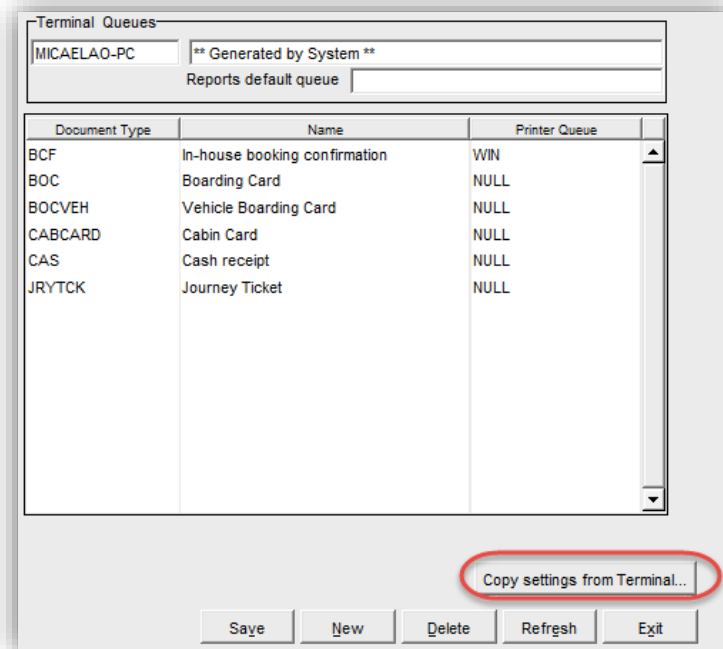
The screenshot shows the 'User Printer Queues' window. At the top, there's a title bar with the text 'User Printer Queues CarRes 4.1 build 2 (CRPMNTU 1.19) [ALMCTEST@PIAL-HP.IN...'. Below the title bar, there's a section labeled 'Terminal Queues' with a text field containing 'PIAL-HP' and a label '\*\* Generated by System \*\*'. Below this is a 'Reports default queue' field. The main part of the window is a table with three columns: 'Document Type', 'Name', and 'Printer Queue'. The table contains the following data:

Document Type	Name	Printer Queue
BCF	In-house booking confirmation	WIN
BOC	Boarding Card	NULL
BOCVEH	Vehicle Boarding Card	NULL
CABCARD	Cabin Card	NULL
JRYTCK	Journey Ticket	NULL

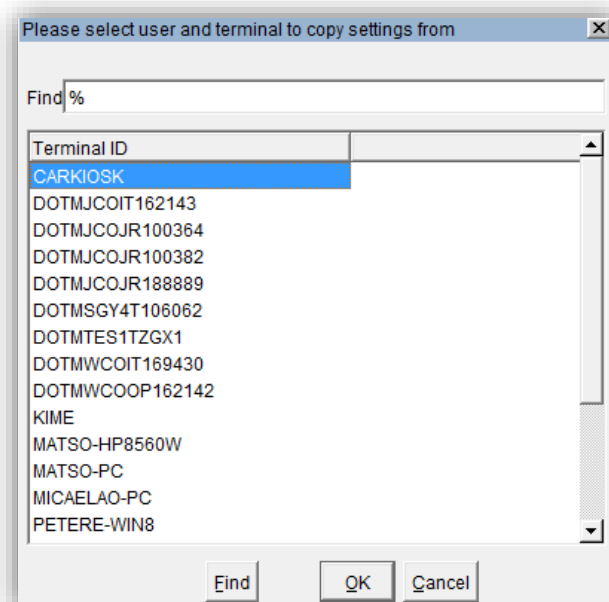
At the bottom of the window, there are five buttons: 'Save', 'New', 'Delete', 'Refresh', and 'Exit'. Above these buttons is a button labeled 'Copy settings from Terminal...'.

1. The terminal of the logged in user will automatically be displayed in the “terminal queues” field.
2. To add a printer queue, go to an empty row and add document type, name of document and the printer queue.

3. Printer Queues can be copied from one terminal to another. This is very practical for instance in terminals within the same office, where the same documents should be printed on the same printers.
4. To copy the printer queues, press <Copy settings from Terminal>



5. Choose the ID of the terminal from which the printer queues should be copied.



6. A question about copying the settings will appear, accept with "Yes"

### 3.1.2 [Manifest](#)

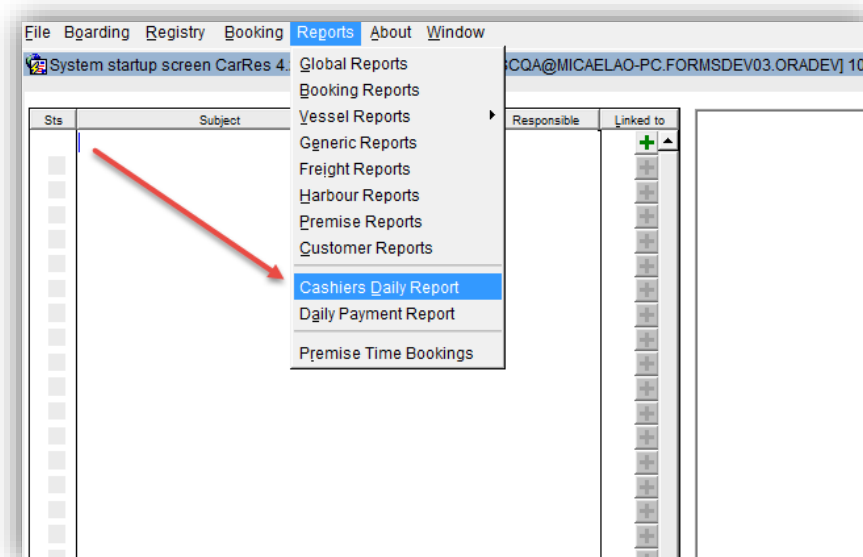
### 3.1.3 [Cashier report](#)

The cashier balancing is recommended to be done at the end of each shift, but this routine is depending on internal company routines.

To balance the cashier:

From the main menu, please select:

*Booking > Reports > Cashiers Daily Report*



1. The list of open cashier reports will be listed:

Cashiers reports	Subtotals	Transactions	Detail	Booking	
Account System					
DEFAULT Default		Days Shown 700			
Cashier	First trans. date	Transactions	Reported by	Report ID	Acknowledged by
JOGU	10.06.2015	1		1289	
CARUS	09.06.2015	21		1288	
QPOS	20.03.2015	0		1285	
PILU	21.01.2015	34		1284	
VVILG	19.12.2014	1		1283	
ERDA	19.12.2014	1		1282	
PALI	19.12.2014	1		1281	
PILU	13.10.2014	1		1280	
PILU	13.10.2014	1		1279	
MIOS	29.09.2014	1		1278	
CASU	09.04.2014	94		1277	
ALHE	09.04.2014	7		1276	
MAHE	08.04.2014	1		1275	

2. Move the cursor to the row for the report that you will be balancing and choose "Report"

Cashiers reports	Subtotals	Transactions	Detail	Booking	
Account System					
DEFAULT Default		Days Shown 700			
Cashier	First trans. date	Transactions	Reported by	Report ID	Acknowledged by
JOGU	10.06.2015	1		1289	
CARUS	09.06.2015	21		1288	
QPOS	20.03.2015	0		1285	
PILU	21.01.2015	34		1284	
VVILG	19.12.2014	1		1283	
ERDA	19.12.2014	1		1282	
PALI	19.12.2014	1		1281	
PILU	13.10.2014	1		1280	
PILU	13.10.2014	1		1279	
MIOS	29.09.2014	1		1278	
CASU	09.04.2014	94		1277	
ALHE	09.04.2014	7		1276	
MAHE	08.04.2014	1		1275	

There are different options to choose between for how the report should be printed.

ID	Name	
SYS_CASHR	Cashiers Daily Report	Cashiers Report.

Preliminary *	<input checked="" type="checkbox"/>	Report status
Final *	<input type="checkbox"/>	Report status
Archive *	<input type="checkbox"/>	Report status
Report ID *	<input type="text" value="1278"/>	
Report ID from (optional)	<input type="text" value="1278"/>	
Paydate *	<input checked="" type="checkbox"/>	Sort order
Booking ID *	<input type="checkbox"/>	Sort order
Show all rows *	<input checked="" type="checkbox"/>	Payment rows
Show total per MoP *	<input type="checkbox"/>	Payment rows

- To only get a report showing the balance, tick "preliminary". To finalize the report and approve it, tick "Final"
- The sort order can be either Paydate or Booking ID
- The payment rows can be shown either per MoP (mode of payment) or all rows can be listed
- To print the cashier report, press "Print"

ID	Name	Note
SYS_CASHR	Cashiers Daily Report	Cashiers Report.

Preliminary *	<input type="checkbox"/>	Report status
Final *	<input checked="" type="checkbox"/>	Report status
Archive *	<input type="checkbox"/>	Report status
Report ID *	<input type="text" value="1278"/>	
Report ID from (optional)	<input type="text" value="1278"/>	
Paydate *	<input checked="" type="checkbox"/>	Sort order
Booking ID *	<input type="checkbox"/>	Sort order
Show all rows *	<input checked="" type="checkbox"/>	Payment rows
Show total per MoP *	<input type="checkbox"/>	Payment rows

Print Exit

CASHIERS REPORT  
REPORT ID MIOS-1278

PAGE 1  
PRINTED 14-OCT-15 15:13

Cashier MIOS Report status: Final

EUR

CAS / Cash payment

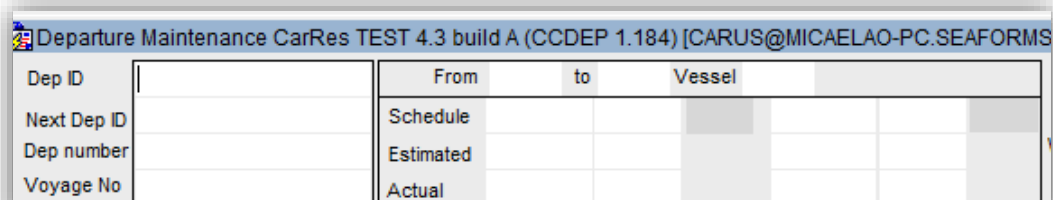
Pay date	Terminal	Amount	Booking ID Name
29.09.2014 09:20.53		65.80	33352 TEST
		-----	
		65.80	
		=====	
		65.80	

## 3.2 Finalizing departure

### 3.2.1 [Actual time of departure](#)

After the sailing it is possible to insert the actual time of departure.

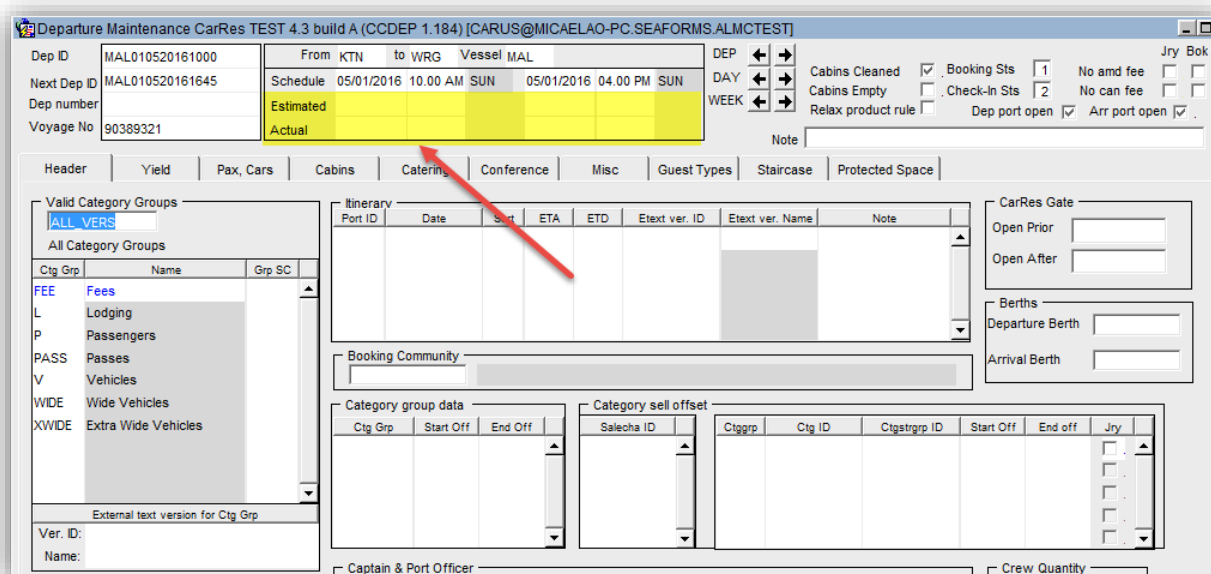
1. To add actual time of departure, choose *Registry > Capacity > Departure (on board)*
2. Start by filling in the sailing details:



Dep ID	From	to	Vessel
Next Dep ID	Schedule		
Dep number	Estimated		
Voyage No	Actual		

3. Fill in the Departure ID if it is known or use F9 to search
4. The details of the sailing will be displayed based on the departure ID
5. Fill in the actual time of departure and arrival:





Departure Maintenance CarRes TEST 4.3 build A (CCDEP 1.184) [CARUS@MICAELAO-PC:SEAFORMS.ALMCTEST]

Dep ID: MAL010520161000  
 Next Dep ID: MAL010520161645  
 Dep number: 90389321  
 Voyage No: 90389321

From KTN to WRG Vessel MAL  
 Schedule 05/01/2016 10:00 AM SUN 05/01/2016 04:00 PM SUN  
 Estimated  
 Actual

DEP DAY WEEK  
 Cabins Cleaned ☒ Booking Sts 1 No amd fee ☐  
 Cabins Empty ☐ Check-In Sts 2 No can fee ☐  
 Relax product rule ☐ Dep port open ☒ Arr port open ☒

Note

Header Yield Pax, Cars Cabins Catering Conference Misc Guest Types Staircase Protected Space

Valid Category Groups  
 ALL VERS  
 All Category Groups  
 Ctg Grp Name Grp SC  
 FEE Fees  
 L Lodging  
 P Passengers  
 PASS Passes  
 V Vehicles  
 WIDE Wide Vehicles  
 XXWIDE Extra Wide Vehicles

External text version for Ctg Grp  
 Ver. ID:  
 Name:

Itinerary  
 Port ID Date Start ETA ETD Etext ver. ID Etext ver. Name Note

Booking Community

Category group data  
 Ctg Grp Start Off End Off

Category sell offset  
 Salecha ID

Ctggrp Ctg ID Ctgstrgr ID Start Off End off Jry

Captain & Port Officer Crew Quantity

### 3.2.2 Finalize departure

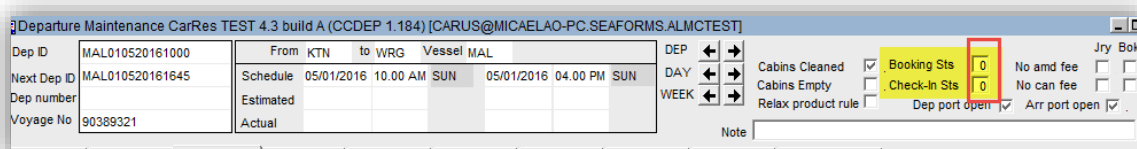
Depending on company routines a departure can be closed for check-in after departure. This can be done either for one departure at a time or several departures at once.

### 3.2.3 Close one departure at a time

1. To close a departure for check-in/booking, go to the upper right corner of the screen in the *Departure maintenance form*
2. There is a Booking status field and a check-in status field that should be updated when closing a departure.

*Check-in status* shows if the departure is open for check in or not. Change the status to "0" to close the departure for check-in.

*Booking status* shows if a departure is open for booking or not. Change the status to "0" to close the departure for booking.



Departure Maintenance CarRes TEST 4.3 build A (CCDEP 1.184) [CARUS@MICAELAO-PC:SEAFORMS.ALMCTEST]

Dep ID: MAL010520161000  
 Next Dep ID: MAL010520161645  
 Dep number: 90389321  
 Voyage No: 90389321

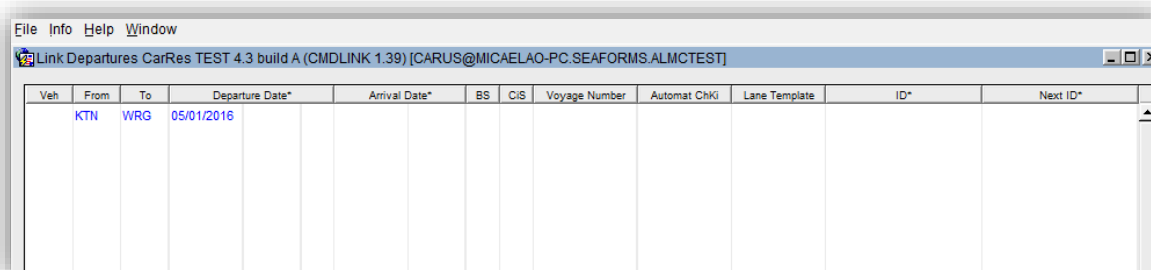
From KTN to WRG Vessel MAL  
 Schedule 05/01/2016 10:00 AM SUN 05/01/2016 04:00 PM SUN  
 Estimated  
 Actual

DEP DAY WEEK  
 Cabins Cleaned ☒ Booking Sts 0 No amd fee ☐  
 Cabins Empty ☐ Check-In Sts 0 No can fee ☐  
 Relax product rule ☐ Dep port open ☒ Arr port open ☒

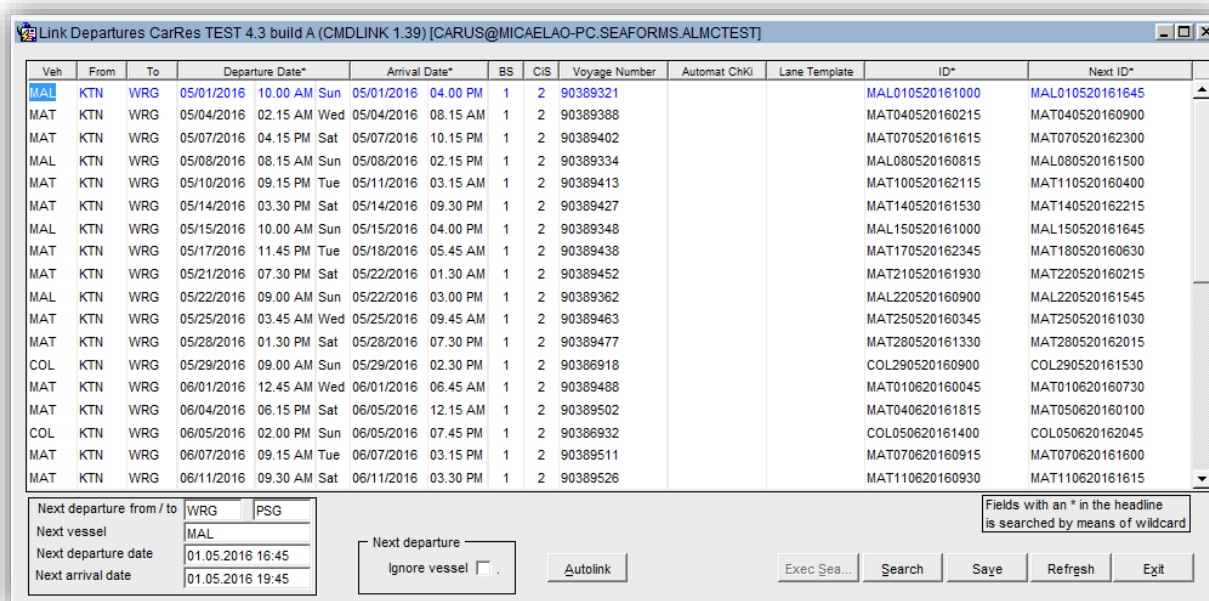
Note

### 3.2.4 To close several departures at once

1. To close several departure for check-in, choose *Registry > Capacity > Departure links*
5. Clear the screen with <F7> or press "Search" or Alt+S..
6. Fill in departure details. If only the date is filled it, a list of every departure available in the system from that day will be displayed. If both the route and the date is filled in, a list with of the upcoming departures for that specific route will be displayed.



Veh	From	To	Departure Date*	Arrival Date*	BS	CIS	Voyage Number	Automat ChkI	Lane Template	ID*	Next ID*
KTN	WRG		05/01/2016								



Veh	From	To	Departure Date*	Arrival Date*	BS	CIS	Voyage Number	Automat ChkI	Lane Template	ID*	Next ID*
MAL	KTN	WRG	05/01/2016 10.00 AM Sun	05/01/2016 04.00 PM	1	2	90389321			MAL010520161000	MAL010520161645
MAT	KTN	WRG	05/04/2016 02.15 AM Wed	05/04/2016 08.15 AM	1	2	90389388			MAT040520160215	MAT040520160900
MAT	KTN	WRG	05/07/2016 04.15 PM Sat	05/07/2016 10.15 PM	1	2	90389402			MAT070520161615	MAT070520162300
MAL	KTN	WRG	05/08/2016 08.15 AM Sun	05/08/2016 02.15 PM	1	2	90389334			MAL080520160815	MAL080520161500
MAT	KTN	WRG	05/10/2016 09.15 PM Tue	05/11/2016 03.15 AM	1	2	90389413			MAT100520162115	MAT110520160400
MAT	KTN	WRG	05/14/2016 03.30 PM Sat	05/14/2016 09.30 PM	1	2	90389427			MAT140520161530	MAT140520162215
MAL	KTN	WRG	05/15/2016 10.00 AM Sun	05/15/2016 04.00 PM	1	2	90389348			MAL150520161000	MAL150520161645
MAT	KTN	WRG	05/17/2016 11.45 PM Tue	05/18/2016 05.45 AM	1	2	90389438			MAT170520162345	MAT180520160630
MAT	KTN	WRG	05/21/2016 07.30 PM Sat	05/22/2016 01.30 AM	1	2	90389452			MAT210520161930	MAT220520160215
MAL	KTN	WRG	05/22/2016 09.00 AM Sun	05/22/2016 03.00 PM	1	2	90389362			MAL220520160900	MAL220520161545
MAT	KTN	WRG	05/25/2016 03.45 AM Wed	05/25/2016 09.45 AM	1	2	90389463			MAT250520160345	MAT250520161030
MAT	KTN	WRG	05/28/2016 01.30 PM Sat	05/28/2016 07.30 PM	1	2	90389477			MAT280520161330	MAT280520162015
COL	KTN	WRG	05/29/2016 09.00 AM Sun	05/29/2016 02.30 PM	1	2	90386918			COL290520160900	COL290520161530
MAT	KTN	WRG	06/01/2016 12.45 AM Wed	06/01/2016 06.45 AM	1	2	90389488			MAT010620160045	MAT010620160730
MAT	KTN	WRG	06/04/2016 06.15 PM Sat	06/05/2016 12.15 AM	1	2	90389502			MAT040620161815	MAT050620160100
COL	KTN	WRG	06/05/2016 02.00 PM Sun	06/05/2016 07.45 PM	1	2	90386932			COL050620161400	COL050620162045
MAT	KTN	WRG	06/07/2016 09.15 AM Tue	06/07/2016 03.15 PM	1	2	90389511			MAT070620160915	MAT070620161600
MAT	KTN	WRG	06/11/2016 09.30 AM Sat	06/11/2016 03.30 PM	1	2	90389526			MAT110620160930	MAT110620161615

Next departure from / to: WRG PSG  
 Next vessel: MAL  
 Next departure date: 01.05.2016 16:45  
 Next arrival date: 01.05.2016 19:45

Next departure: ☐ Ignore vessel ☐ Autolink

Fields with an \* in the headline is searched by means of wildcard

Exec Sea... Search Save Refresh Exit

7. There is a Booking status field and a check-in status field on each row that is used for closing a departure for check-in/booking. See status definitions in [previous chapter](#).

File Info Help Window

Link Departures CarRes TEST 4.3 build A (CMDLINK 1.39) [CARUS@MICAELAO-PC.SEAFC

Veh	From	To	Departure Date*			Arrival Date*			BS	CIS	Voyage Num
MAL	KTN	WRG	05/01/2016	10.00 AM	Sun	05/01/2016	04.00 PM		1	2	90389321
MAT	KTN	WRG	05/04/2016	02.15 AM	Wed	05/04/2016	08.15 AM		1	2	90389388
MAT	KTN	WRG	05/07/2016	04.15 PM	Sat	05/07/2016	10.15 PM		1	2	90389402
MAL	KTN	WRG	05/08/2016	08.15 AM	Sun	05/08/2016	02.15 PM		1	2	90389334
MAT	KTN	WRG	05/10/2016	09.15 PM	Tue	05/11/2016	03.15 AM		1	2	90389413
MAT	KTN	WRG	05/14/2016	03.30 PM	Sat	05/14/2016	09.30 PM		1	2	90389427
MAL	KTN	WRG	05/15/2016	10.00 AM	Sun	05/15/2016	04.00 PM		1	2	90389348
MAT	KTN	WRG	05/17/2016	11.45 PM	Tue	05/18/2016	05.45 AM		1	2	90389438
MAT	KTN	WRG	05/21/2016	07.30 PM	Sat	05/22/2016	01.30 AM		1	2	90389452

## TRAINING DAY 4

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*Training block #4*

*Scanners and boarding*

*Training review and best practices*

*Exercises*

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See separate user guide for Scanners and boarding